



Sussex  
**emmaus**  
working together to end homelessness

# Facilities Manager (Full time post) July 2023



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Dear Applicant

Thank you for showing an interest in working for Sussex Emmaus. We are looking for an experienced full time Facilities Manager to join our team.

The Facilities Manager oversees all aspects of the maintenance of the Sussex Emmaus buildings which include domestic and communal areas, the retail outlets, residential and office lettings as well as the extensive grounds in compliance with our Emmaus ethos, mission, strategic aims, organisational objectives and policies.

Salary: £35,000 pa.

To apply please send your completed application form and cover letter to [admin@emmausbrighton.co.uk](mailto:admin@emmausbrighton.co.uk) or by post to the Administrator, Sussex Emmaus, Drove Road, Portslade, East Sussex, BN41 2PA.

Those shortlisted will be invited to an interview, the date of which will be agreed with the candidates.

If you would like to arrange an informal discussion about the role, please email the Premises Manager, Dave Batchelor ([dbatchelor@emmausbrighton.co.uk](mailto:dbatchelor@emmausbrighton.co.uk)).

Yours sincerely

Karen Chapman  
Chief Executive  
Sussex Emmaus

## About Emmaus

**Our vision: A world in which everyone has a home and a sense of belonging.**

Emmaus is a homelessness charity with a difference. We don't just give people a bed for the night; we offer a home, meaningful work and a sense of belonging.

For many people who have experienced homelessness, losing their self-esteem can be the most damaging part of their experience. Being on your own, with no support around you can be soul destroying, leaving you feeling worthless.

Finding your way out of that situation isn't easy, particularly when the only options available are temporary fixes, offering a bed for the night but little to occupy your days.

Emmaus is different because it provides a home for as long as someone needs it, in an Emmaus Community. This gives people the opportunity to take stock of their lives, deal with any issues they might have, and often re-establish relationships with loved ones.

"Companion" is the name given to those who live in an Emmaus Community and work in the social enterprise, where they support themselves and one another. There are currently 850 Companions living at 29 Emmaus Communities across the UK.

Rather than relying on benefits, Emmaus uses social enterprise to generate revenue that pays for Companions' home, food and upkeep, as well as providing a small weekly allowance. This is key to restoring feelings of self-worth, showing Companions that their actions make a real difference, both to their own life, and the lives of others.

## How it works

Unlike a lot of provision for homeless people, Emmaus Communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing and a small weekly allowance.

In return, we ask:

- That Companions work for 40 hours per week, or give as much time as they are able, in the Community's social enterprises.
- That they behave in a respectful way towards one another.
- That no alcohol or illegal drugs are used on the premises.
- That they sign off all benefits, with the exception of housing benefit.

## Our impact

Emmaus doesn't only have a significant impact on the lives of people who have experienced homelessness and social exclusion, it also brings wider social and economic benefits.

Research carried out in 2012 found that for every £1 invested in an established Emmaus Community, £11 is generated in social, environmental and economic returns.



The benefits included:

- Keeping people out of hospital, and helping them to be safe and well, saved the Department of Health £1,478,506 for NHS and emergency service costs.
- Emmaus saved local government £2,447,612 which would have been spent on hostel accommodation, drug and alcohol services and landfill.
- Keeping people in work and out of prison saved the Ministry of Justice £778,435.

The report found that Emmaus Communities successfully provide a place for people in vulnerable housing situations to rebuild their lives by offering them meaningful work and support. Significant benefits were linked to substantial improvements in Companions' physical and mental health, including reductions in substance misuse.

## The Emmaus UK federation strategic plan 2020-25

Our ambition, by 2025:

- We will provide a home to **1,100** people.
- We will be **75%** self-funded through companion-led social enterprises.
- More than **95%** of companions will describe Emmaus as a positive experience.
- We will support **100,000** people each year through acts of solidarity.
- We will have reduced our carbon footprint and we will be actively looking to **improve** our environmental impact.
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### Our strategic priorities:

We will help more people by:

- Delivering a wider range of activities to address social exclusion.
- Creating more homes
- Developing a range of employment and move on housing options.

We will work smarter by:

- Improving our processes and making better use of technology
- Developing and growing our social enterprises
- Actively seeking opportunities to improve our environmental impact.

We will shout louder about:

- Who we are and how we make a difference.

## The Sussex Emmaus Community

Our vision is for a thriving, diverse and resilient Emmaus Community, making the most of our amazing asset that is our extensive site in the heart of Portslade Old Village and the passion and skills of the people that make it tick.

**A Community that is home.** A transformative place where Companionship for formerly homeless people is at the core of what we do – helping vulnerable individuals in crisis when they need it most, providing a home, work and the best life opportunities we can offer, for as long as they need.

**A Community that is a destination.** A much-talked-about place that attracts people from across the city and beyond to visit, browse, shop, eat and relax – with a reputation for the experience we offer our visitors, from customer service to great bargains, enjoyable events and a unique, positive environment within which Companions play a key role.

**A Community that is a hub.** A place within the local Community that welcomes all and shares a broad integrated offer with local residents, schools, businesses, charities and volunteers – bringing the local community together to help people help themselves, perhaps establish a home, go to work, celebrate a birthday, learn something new or simply find a sense of belonging and build new relationships over a cuppa.

**A place to stay, a place to feel safe, a place to get support, a place to visit, a place to grow, a place to connect, a place to contribute.**

## Job Description

<b>Job Title:</b>	Facilities Manager
<b>Reports To:</b>	Chief Executive
<b>Organisation:</b>	Sussex Emmaus
<b>Location(s):</b>	Drove Road, Portslade, BN41 2PA and other locations as required
<b>Date:</b>	July 2023

### Job Purpose:

The Facilities Manager oversees all aspects of the maintenance of the Sussex Emmaus buildings which include domestic and communal areas, the retail outlets, residential and office lettings as well as the extensive grounds in compliance with our Emmaus ethos, mission, strategic aims, organisational objectives and policies.

Emmaus is a secular movement with 29 Communities in the UK. Each Community aims to become self-supporting through its social enterprises. In the past 24 years Emmaus Brighton & Hove has provided a unique solution to combatting homelessness to over 1,500 Companions (residents). We encourage Companions to take part in solidarity by working to help someone less fortunate than themselves. It is a key part of the Emmaus ethos and provides an opportunity to connect with the local community and gives Companions a sense of self-worth.

Sussex Emmaus is a 57-bed supported accommodation project. We offer low to medium support for those who have experienced or may be at risk of experiencing homelessness. Emmaus supports people to work their way out of homelessness, providing a home for as long as someone needs it.

### Job Dimensions:

- Works within approved budget to control maintenance expenditure as defined in the annual budget, policies and procedures
- To organise and carry general maintenance duties across the Sussex Emmaus & other sites
- To work alongside up to 4 Companions, who form the maintenance team, during the business operating hours.

### Principal Accountabilities:

- To support the operation of Sussex Emmaus by managing the maintenance of the buildings and grounds
- To support the site in the event of an emergency maintenance issue, in order to enable the safe continuance of the retail operation and communal areas
- To assist with the preparation of schedules of works for routine and preventative maintenance for all buildings and to ensure the works are carried out
- To ensure premises and maintenance work is carried out in compliance with Health & Safety legislation, regulation and codes of practice
- To report to and attend monthly Management meetings and any other meetings as required
- To work with Companions in order to support their roles, development and contribution to Emmaus

- To liaise and engage contractors, as required, preparing specifications, obtaining estimates, negotiating contracts and supervising contractors while on site
- To arrange and monitor contracts for routine maintenance of all plant including heating, hot water service, electric installations, alarm systems and lift
- Any other duties and accountabilities as required including additional duties and responsibilities to cover for holidays and absences.

### Special Requirements

- A key challenge for Sussex Emmaus is balancing our charitable purpose with our social enterprise activities
- A requirement to learn and engage with the Emmaus ethos as presented in the Universal Manifesto<sup>1</sup> and embodied in the history and experience of all involved in Emmaus, including a requirement to support solidarity<sup>2</sup>
- To assist with out of hours emergency maintenance and repairs as and when required  
*Note – time in lieu will be offered in response to an emergency call out*
- To lead by example by demonstrating appropriate behaviours and values
- To assist with the Sussex Emmaus Open Days' and any other such community events as required
- Emmaus works with people who may have faced multiple disadvantages. This can include but is not exclusive to: homelessness; mental health issues; contact with the criminal justice system; historical substance and/or alcohol misuse; and domestic abuse. Because of this, all employees are subject to Disclosure and Barring Service (DBS) checks.

<sup>1</sup> The English version of the Universal Manifesto is available at <http://emmaus-international.org/> under 'Our Publications'

<sup>2</sup> Solidarity within the context of Emmaus is the working with groups and individuals towards the elimination of poverty, social exclusion and suffering and responding to local, national and international appeals for relief and support.



<b>Person Specification: Facilities Manager</b>	
<b>Essential</b>	<b>Desirable</b>
<b>Experience &amp; Knowledge</b>	
<ul style="list-style-type: none"> <li>• Experience of practical maintenance work</li> <li>• Knowledge and experience of Health &amp; Safety at Work Act</li> <li>• Knowledge of and ability to carry out Risk Assessments</li> <li>• Experience of maintaining buildings and their services</li> <li>• Experience of managing staff and contractors within the building industry</li> <li>• Experience of negotiating with suppliers and contractors</li> <li>• Knowledge and experience of the use of Personal Protective Equipment</li> <li>• Experience of general carpentry work</li> <li>• Experience of general plumbing work</li> </ul>	<ul style="list-style-type: none"> <li>• Training: identifying, preparing, and delivering training to individuals</li> <li>• First Aid qualification</li> <li>• A good knowledge of local resources and network of local contacts</li> <li>• PASMA certificate</li> <li>• IOSHH or NIBOSH or SMSTS</li> </ul>
<b>Education / Professional Certification</b>	
<ul style="list-style-type: none"> <li>• Good general education</li> </ul>	<ul style="list-style-type: none"> <li>• City and Guilds or equivalent in a related discipline</li> </ul>
<b>Skills</b>	
<ul style="list-style-type: none"> <li>• Good verbal and written communication</li> <li>• Good listening skills</li> <li>• Ability to prioritise and manage time efficiently</li> <li>• Ability to respect professional boundaries</li> <li>• Full driving licence and willingness to drive Community vehicles in the course of fulfilling the role</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving licence and willingness to drive Community vehicles in the course of fulfilling the maintenance role</li> </ul>
<b>Personal Characteristics</b>	
<ul style="list-style-type: none"> <li>• Empathetic and understanding of a wide range of needs and experiences</li> <li>• Effective team player, with the ability to lead, work and delegate</li> <li>• Compassionate, collaborative and encouraging approach</li> <li>• Ability and willingness to be an effective role model, lead by example within the ethos of Sussex Emmaus</li> <li>• Ability to be fair, consistent, confident and calm in dealings with people</li> <li>• Commitment to environmental sustainability and social development</li> <li>• An understanding of the challenges that arise from community living</li> <li>• The ability to embrace the values and aims of Sussex Emmaus</li> <li>• A commitment to the value of continuous training and development</li> <li>• Understanding of and commitment to equal opportunities</li> </ul>	

## **Terms and Conditions of Employment**

- Salary - £35,000 per annum.
- Working Hours – Full time hours (37.5 hours per week) – Monday to Friday 8.30am to 4.30pm with half an hour lunch break. Lunch provided.
- Annual Leave – 25 days per annum plus 8 bank holidays.
- Pension – Stakeholder pension.
- Training & Development – Individually tailored induction, training and development.
- Employee Assistance – a 24/7 employee assistance scheme is available.

## **Safeguarding and Right of Work in the UK**

The role will involve working with Companions and in the Community, therefore the successful applicant will need to have a Disclosure and Barring Service (DBS) check carried out. This is to check the criminal records and that the person is not barred from working with 'adults at risk'. Some Companions can be classed as adults at risk. An adult at risk is anyone that has one or more of the following:

- Does not understand certain decisions or transactions
- Are unaware of their rights or how to complain
- Have communication difficulties
- Have limited life experiences
- Are socially isolated
- Have low self esteem
- Are dependent on others for their basic needs

The additional details form is needed to check any previous convictions. After interviews, the successful candidate will need to provide evidence of right to work in the UK and complete a DBS check.

## How we store and use your personal information

Your application form and other information will be stored in a password protected folder throughout the interview process. It will be stored for six months, to enable equality monitoring and also to enable us to contact you in the future should any other suitable posts become available. However, if at any time you wish us to delete your information, then please do not hesitate to contact us and it will be destroyed.

The application form only will be passed onto other members of the panel. But before it is passed on, the personal information will be removed from your application form. This includes:

- Name
- Address
- Age
- Marital Status

This is to protect your personal information, but also to enable us to shortlist 'blind', so that we are fair and equitable to encourage a diverse workforce.

You can read our full **Privacy Statement – Sussex Emmaus – Employees and Potential Employees** here: <https://www.emmausbrighton.co.uk/media/1991/privacy-statement-employees-and-potential-employees-may-2018.pdf>

# Sussex Emmaus

## Job Application Form



Address – Sussex Emmaus, Drove Road, Portslade, East Sussex, BN41 2PA

Tel – 01273 426470 Email – [contact@emmausbrighton.co.uk](mailto:contact@emmausbrighton.co.uk)

Registered charity no - 1053354

[www.emmausbrighton.co.uk](http://www.emmausbrighton.co.uk)

Please complete this form in black ink or type and **return by email or post to the Administrator at the above address or via email to [admin@emmausbrighton.co.uk](mailto:admin@emmausbrighton.co.uk)**. Please complete this form accurately, giving as many details as possible of your skills and experience relating to the job. Short-listing will be based on the information gathered from this form, read in conjunction with the person specification for the role.

<b>Please state where you saw this post advertised:</b>
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### Job Details

<b>Title:</b>	<b>First name</b>	<b>Surname:</b>
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<b>Address:</b>	<b>Email address:</b>
	<b>Home tel:</b>
	<b>Work tel:</b>
	<b>Mobile tel:</b>

<b>Are there any restrictions regarding your employment? E.g., Do you require a work permit?</b>	<b>Yes*/no</b>
*If you answer yes, please provide details below	
<b>How much notice are you required to give your current employer?</b>	

## Reasons for Applying

Please outline your reasons for applying for the post. (Please continue onto a separate sheet if necessary)

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## Education and Qualifications

Please list any qualifications you have gained or are about to gain (most recent first).

Date	Name of School / College / University / Training Body	Type of Qualification	Subject	Result

## Training

Please list any training you have received, or courses you have attended that you feel are relevant to the post (most recent first).

Date	Details of Training Course

## Past Employment Details

Please start with your most recent / current employment. Briefly describe the main duties and responsibilities.

Employer's Name & Address	Job Title	Brief Description of Duties	Date		Salary	Reasons for Leaving
			From	To		

**Relevant Skills and Experience**

Please provide information that shows **how you meet the person specification** and how your skills and experience support your application for the position. The person specification and job description relevant for this section can be found in the application pack. (Please continue onto a separate sheet if necessary)

**Other Interests**

Please give details of any vocational activities or voluntary commitments:

## Referees

Any offer of employment is dependent on receipt of 2 satisfactory references. Please provide details of two referees who can comment on your suitability for this post. We would normally wish to see one reference from your present or most recent employer. References will only be taken up for the successful candidate.

Referee 1:	Referee 2:
<b>Name:</b>	<b>Name:</b>
<b>Position:</b>	<b>Position:</b>
<b>In what capacity does this person know you:</b>	<b>In what capacity does this person know you:</b>
<b>Organisation:</b>	<b>Organisation:</b>
<b>Address:</b>	<b>Address:</b>
<b>Tel:</b>	<b>Tel:</b>
<b>Email:</b>	<b>Email:</b>

## Declaration and Signature

<p>I confirm that the information contained in this application form is accurate and correct.</p> <p>Signature _____ Date _____</p> <p>By signing and returning this application form you consent to Emmaus using and keeping information about you relating to your application or future employment. This information will be used solely for recruitment purposes and will be retained on file for 6 months.</p> <p>In addition to this, Emmaus may wish to hold your details on file for consideration for any future vacancies that may arise. Please indicate if you wish to be considered for other posts which may arise within the next 6 months:</p> <p style="text-align: center;"><b>Yes/no</b></p>
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Thank you for completing this application form.  
Please forward this together with other associated forms to the address specified at the beginning of this form