



Sussex
emmaus
working together to end homelessness

Retail Operations Manager Application Pack

Working together to end homelessness

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Introductory Letter

Dear Applicant

Thank you for showing an interest in working for Sussex Emmaus.

Sussex Emmaus is a charity dedicated to making a difference in the lives of those who have previously experienced homelessness. We provide accommodation for up to 58 people (known as companions), helping them out of homelessness and providing them with a place to feel safe and secure whilst supporting them to develop and thrive.

We have a fantastic opportunity for a passionate and dynamic Retail Operations Manager to motivate our team of companions and volunteers. Reporting to the Business Manager you will be a key member of the management team.

So, if you can communicate confidently at all levels, with a desire to support the development of people with a variety of needs, and have a positive, motivational attitude, we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do.

This pack provides you with useful information about our organisation, the job vacancy, and the application process. Please take the time to read this pack and our website to find out more about our charity, community, and social enterprise.

To apply please send your CV and a one page statement explaining how you meet the person specification to to contact@emmausbrighton.co.uk.

Best wishes

Rachida Zitouni, Business Manager

About Emmaus



Sussex Emmaus opened in 1997 and is a unique charity that offers a home, work experience and individual support to people who have experienced homelessness and social exclusion. We don't just give people a bed for the night; we offer a sense of purpose and belonging.

At the heart of Sussex Emmaus is the Companions. Companion is the term used for those who live in an Emmaus community and contribute to the social enterprise, where they support themselves and one another. Living in a stable environment with the opportunity to gain work experience as part of individually tailored support helps Companions regain lost self-esteem and the confidence needed to get back on their feet.

Sussex Emmaus provides a home for as long as someone needs it. 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.

The majority of our income is generated in our social enterprise which includes four charity shops based at our Drove Road site and at Outfit London Road in the centre of Brighton. Companions participate in every area of our social enterprises, directly contributing to our charity whilst gaining skills and valuable work experience.

We offer an individual holistic package of support and a tailored development plan to support each Companion to develop new skills, or build on existing ones, to boost their confidence, improve mental and/or physical health and wellbeing and increase employability.

Working at Sussex Emmaus can be demanding at times but it is also very rewarding, especially seeing people overcome challenges and achieve their goals. No two days are the same at Emmaus and you can be sure of a diverse mix of people to keep every day interesting. In addition to work experience within our charity, there is also the opportunity to volunteer in solidarity activities to support individuals and groups in greater need.

The Emmaus Movement

Sussex Emmaus is an independent local charity that is governed by a board of trustees. Whilst our work is focused locally, we are also part of a much wider Emmaus movement.

We are proud and active members of the Emmaus UK federation, Emmaus Europe and Emmaus International. The roots of Emmaus stretch back to Paris in 1945 and since then, more than 400 Emmaus groups have been established in 41 countries around the world.

The first Emmaus in the UK opened in 1991 and Sussex Emmaus opened in 1997. There are now 29 Emmaus communities in the UK with more than 850 companions living in communities stretching from Glasgow to Dover. No two Emmaus communities are the same – each has its own individual personality, providing a set of services that meet the needs of its local area.

Across the globe, all Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. All share the same goal; acting against the causes of poverty and being vehicles for social transformation through allowing the poorest to become actors in their own lives.

Find out more about the roots of Emmaus and how the movement has developed to serve people in need: emmaus-international.org/en

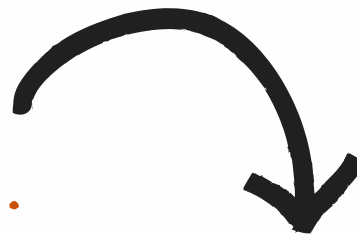


How it works

Unlike a lot of provisions for homeless people, Emmaus communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing, a holistic support package, a small weekly allowance, holiday money, as well as money into a savings pot.

In return, we ask that:

- Companions participate in a tailored support package that includes work experience in the community's social enterprises
- Companions behave in a respectful way towards one another
- No alcohol or illegal drugs are used on the premises.



Find out more about
Emmaus here



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.

Emmaus Federation Strategic Plan 2020-2025

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.

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.

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

Job Title

Retail Operations Manager

Reports to

Business Manager

Location

Drove Road, Portslade BN41 2PA

Purpose of the role

Working in conjunction with the Business Manager and other Retail Managers you will have the passion and leadership skills to motivate a team of Companions and volunteers. Working alongside and instructing Emmaus Companions and volunteers sourcing, researching, pricing and merchandising stock in compliance with our Emmaus ethos, mission, strategic aims, organisational objectives and policies ensuring the optimum selling price for each donation. It's hard work but no two days are the same, and you'll find it really rewarding helping others to thrive.

Job Dimensions

- Line manager to the Van Team
- To lead, supervise and work alongside Companions who are allocated to the retail team for the Superstore building and warehouse during the business operating hours
- To lead, supervise and work alongside volunteers who are allocated to the retail team during business operating hours

Current social enterprises include:



Accountabilities

People

- To create new opportunities to upskill, inspire, and develop Companions.
- To organise the deployment of tasks to individuals and team members with a person-centered approach
- To work alongside and train Companions to increase their skill base and confidence
- To have responsibility for retail activities and operations within the social enterprises
- To organise the deployment of tasks to individuals and team members in the Superstore, Warehouse and Logistics
- To train, supervise, motivate, and inspire volunteers and staff
- To help devise and deliver induction on standards of work to new team members.
- Ensure retail activities are delivered to the agreed brand including customer service, merchandising, pricing, stock control, and culture
- To devise and deliver ongoing training and development to team members in customer service, retail activities, and operations to ensure this meets agreed standards expected for the organisation and its brands
- To devise and deliver appropriate team-building workshops for the retail operations
- To have responsibility for conflict resolution
- To ensure that all activities under supervision are engaging, enabling, empowering and holding to account the team members
- To ensure that volunteers are, inducted, trained, supported and supervised to provide a significant and contributing resource to business activities

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Accountabilities cont'd

Retail Operation

- To recommend and implement new income streams in conjunction with the Business Manager and other Retail Managers
- To ensure effective and efficient day-to-day operations by maximising sales to achieve operational and profit targets
- To actively promote through the use of social media, printed material and word of mouth, etc, all Sussex Emmaus initiatives and campaigns to promote awareness of the work of the organisation and the social enterprises
- In conjunction with the Business Manager to plan, organise and attend a programme of promotions, events, and workshops delivered to further the awareness of the business and Emmaus Community
- To execute, control, and ensure that expenditures are within the approved line items and budget as identified by the Business Manager
- To ensure all financial management, cash handling, daily banking and security procedures are followed
- To ensure day-to-day retail operations deliver excellent standards for quality, culture, and compliance
- To be proactive in the generation of donated stock, managing stock collection efficiently and effectively to the agreed standards and timescales in accordance with Emmaus guidelines
- To ensure premises' health & safety, security and maintenance checks and actions are complete within the identified time, and to identify and add new checks or actions to schedules as to comply with Health and Safety requirements
- To ensure that cover for the safe operation of the shops is sufficient at all times

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Accountabilities cont'd

Stock Management

- To work closely with all Retail Managers to ensure each retail enterprise is receiving adequate stock to generate their required weekly sales targets
- To be responsible for ensuring that only sellable donations and those that conform to all relevant UK government and trading standards legislation are accepted for resale in the shop
- To disseminate any changes from Trading Standards as and when to relevant parties to ensure compliance
- To ensure all donated items are sorted, priced, and merchandised to receive the optimum for the charity and the correct procedures are applied throughout the sorting process to allow for coding and pricing to be applied to items
- To ensure the administration and implementation of Gift Aid systems on donated goods to maximise income following the correct processes to comply with HMRC requirements, proactively addressing any Gift Aid issue to ensure maximum Gift Aid revenue is achieved
- To manage the delivery and collection of donations and sales using the Kudos logistics booking system working in conjunction with the van drivers to ensure efficiency and effectiveness in the daily route planning
- Supervise van drivers and crew to ensure customers receive excellent customer service and donated goods are collected in accordance with our standards
- Manoeuvre, lift, and carry all items to and from vehicles, in and out of buildings
- To ensure that customers are dealt with in a positive manner demonstrating excellent customer service
- To lead the Companions and volunteers in ensuring all stock is taken care of and not damaged and stored merchandised appropriately
- To ensure that basic weekly fleet management i.e. tire pressure, fluid checks, lighting checks, and other routine safety checks are carried out
- To co-ordinate and implement regular service checks, tail lift maintenance and MOTs on the business fleet vehicles
- To support the learning and skills development of Companions and volunteers
- To supervise the performance of individual team members ensuring their skills are developed to their maximum and ensuring correct procedures are followed
- To supervise a team of volunteers who assist with the sorting, pricing and dispatch of stock

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Accountabilities cont'd

Safety, Health, and Environment

- To oversee daily all health and safety requirements within the warehouse social enterprises taking corrective action as and when required and informing/liasing with managers and team as necessary
- To be responsible for compiling risk assessments with team members
- To be responsible for Health and Safety compliance across all activities associated with the movement of goods within organisation's social enterprises
- Ensure safe working systems are adhered to in conjunction with the Emmaus policies and procedures and compliant with all relevant legal requirements
- To be responsible that health and safety are adhered to in terms of equipment use and manual handling guidelines are followed
- Ensure work areas follow correct processing procedures ensuring that the work area is kept clean and tidy at all times
- To deliver Health + Safety Induction training to new Companions, staff and volunteers

Recycling/Re-use and Waste Management

- To recommend creative ways to upcycling, reuse and repurpose stock to maximise profit and reduce wastage
- To supervise the disposal of unsaleable items to minimise waste as appropriate in line with Sussex Emmaus's waste management policy and practice

Other Duties

Any other duties and accountabilities as required by the Business Manager including additional duties and responsibilities to cover for holidays and absences

Special Requirements

- Sussex Emmaus runs its business operations 5 days a week Tuesday to Saturday. Days and hours of work will be agreed with your line manager as is appropriate to your role and responsibilities
- To oversee and aid the lifting of heavy items safely
- A key challenge is balancing our charitable purpose with our social enterprise activities
- A requirement to support Solidarity[1] activities undertaken by the Community
- To lead by example by demonstrating appropriate behaviours, values, and culture
- To learn and engage with the Emmaus ethos as presented in the Universal Manifesto[2] and embodied in the history and experience of all involved in Emmaus
- Emmaus works with homeless, vulnerably housed, and unemployed people. Because of this, all employees are subject to DBS checks.

[1] Solidarity within the context of Emmaus is the working with groups and individuals towards the alleviation of poverty, social exclusion and suffering and responding to local, national and international appeals for relief and support.

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

General

- To be flexible and willing to carry out any other reasonable duties as required
- To play a full role in the Sussex Emmaus Community fulfilling additional tasks as requested by the management team
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos

Person Specification

Skills

Essential

- Ability to inspire and motivate people to achieve their full potential
- Ability to recommend and implement ideas to increase income and upskill Companions
- Competent IT user including Microsoft Office Packages, internet and email
- Effective verbal and written communication
- Effective listening
- Ability to remain calm under extreme pressure
- A positive customer services attitude
- Able to supervise Companions' and volunteers'
- Able to work as a team member and team leader
- Ability to relate to and work with a variety people
- Ability to prioritise workload, balancing competing demands
- Effective time management and organisational skills
- Ability to delegate
- Competent use of social media including Facebook, Instagram, TikTok, Pinterest

Desirable

- Experience with working with adults with complex needs
- Public speaking or engagements

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Person Specification

Skills

Essential

- Strong analytical and problem solving skills
- Excellent written and verbal communication
- Effective listening
- Leadership skills of a high order
- Conflict resolution
- Ability to stay calm and cope under extreme pressure
- Participative management style; ability to enable and empower rather than direct
- Ability to delegate
- Effective administration, organization and time management
- Strong Microsoft Word and Excel skills, IT skills.

Desirable

- Mediation
- Facilitation
- Basic accounting.

Experience

Essential

- Retail experience
- Experience in Managing a team of 20 or more
- Ability to manage conflict within the work place
- Team building, coaching, supervision
- Customer service
- Line management
- Cash/till system management
- Experience of complying with Health & Safety regulations

Desirable

- Charity retail
- Retail and trading law
- Recycling or second-hand retail
- Stock management
- Working with vulnerable people or people with challenging behaviour
- Working with volunteers
- Volunteering
- Health and Safety: fire safety, manual handling, first aid, security
- Homelessness issues

Other

- Self-motivated and able to work on own initiative
- Flexible and adaptable attitude to work
- Willingness to undertake further training and/or learn new skills where appropriate
- Awareness and understanding of Equal Opportunities
- Respect of confidentiality issues
- Able to welcome people into the Community with no prejudice
- A belief in the potential of each individual and an understanding of the Community in helping an individual achieve their potential
- Empathetic and understanding of a wide range of needs and experiences
- Effective team player, with the ability to lead, work and delegate
- Ability to engage others' support
- Commitment to environmental sustainability and social development
- Demonstration of a belief in and, the ability to, adopt and work within the Emmaus principles
- A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential
- Effective team player, with the ability to lead, work and delegate
- Ability to engage others support
- Enthusiastic
- Commitment to environmental sustainability and social development
- Able to welcome people with no prejudice

Emmaus Package

- Salary ranging from 29K to 32K depending on experience days over Tuesday to Saturday 8.45- 5pm
- Annual Leave – 25 days per annum, plus 8 bank holidays
- Pension – 5% employer contribution
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – A 24/7 employee assistance scheme is available
- 6 months probationary period

Safeguarding & Right of work

- The role will involve working with Companions and in the Community, therefore the role 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.

Contact

To apply

To apply please send your CV and a one page statement explaining how you meet the person specification to contact@emmausbrighton.co.uk.



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Emmaus Brighton



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Sussex Emmaus



**Sussex
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Charity Number: 1053354

Company Number: 3130876