



**Sussex
emmaus**
working together to end homelessness



Warehouse Coordinator **Application Pack**

Working together to end homelessness

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Introductory Letter

Dear Applicant,

Sussex Emmaus is a charity dedicated to supporting individuals who have experienced homelessness. We provide accommodation for up to 58 people, offering a home, tailored support, and the opportunity to gain skills and work opportunities through social enterprises run by the charity. This package of support helps people regain stability, rebuild their confidence, and work towards independence.

Sussex Emmaus is recruiting a Warehouse Coordinator to ensure the efficient running of the warehouse (Undercroft). 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.

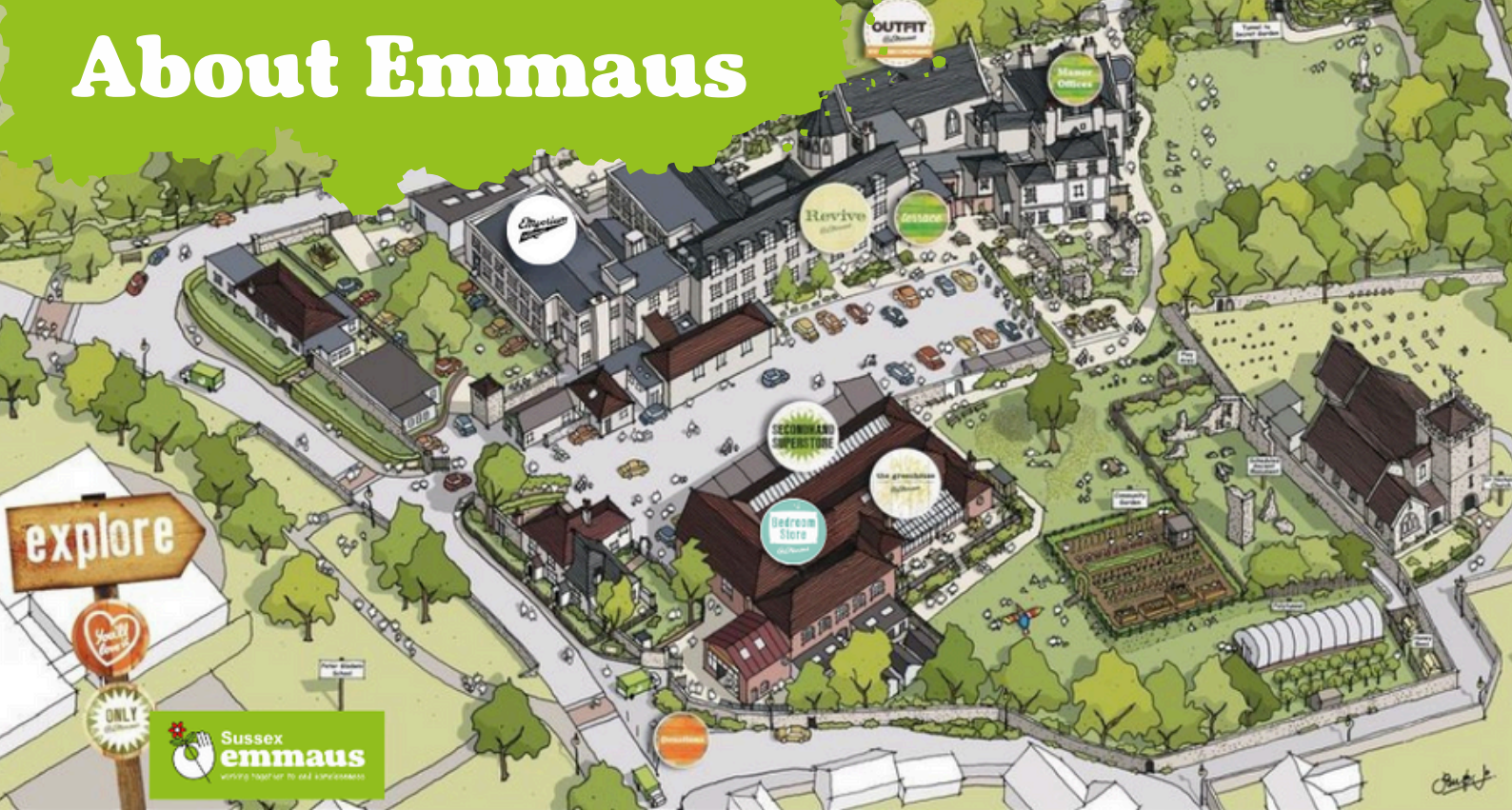
To apply, please send your CV and supporting statement showing how you meet the person specification to contact@emmausbrighton.co.uk or by post to Rachida Zitouni, Sussex Emmaus, Drove Road, Portslade, BN41 2PA.

If you would like an informal chat before applying, please contact Rachida Zitouni, Business Manager, on 07521 426646.

Kind Regards

Rachida Zitouni, Business Manager

About Emmaus



Sussex Emmaus is a unique charity that offers a home, work experience, and individual support to people who have experienced homelessness. 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 are 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.

Since opening in 1997, Sussex Emmaus has steadily grown and we now have the capacity to support 58 Companions at any one time. There are currently over 850 Companions living at 29 Emmaus communities across the UK.

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 with no two days the same. 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.

How Emmaus works

Emmaus supports people who have experienced homelessness and social exclusion. We offer:



A home and support

In our Emmaus community, everyone has their own furnished bedroom. It is their space for as long as they need it. All bills are covered, basic toiletries are provided and fresh meals are prepared in the communal kitchen. Living and dining areas are shared spaces where people can relax and socialise together.



Work experience in a social enterprise

The people supported by Emmaus spend time developing skills in our social enterprises and community. For many, this provides a focus and routine each day. The opportunity to become an active part of society, and make a contribution to it, plays an important role in restoring self-esteem.



A sense of belonging and community

We offer the companionship, support and sense of belonging that many people who have experienced homelessness may have lost. It's a safe and caring place where people can settle and rebuild their lives. Our community enables people to share their experiences and benefit from peer to peer support.

Our mission

To work together to overcome homelessness and social exclusion while using our voice to achieve social change.

Our values

Respect

Value and respect every person, opposing injustice

Sharing

Be transparent and honest in all our dealings

Openness

Demonstrate solidarity and support for those in need

Solidarity

Create an environment of empowerment

Welcoming

Share and exchange resources, skills and learning

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.





Warehouse Coordinator Role overview

The purpose of the Warehouse Coordinator is to ensure the efficient running of the warehouse (Undercroft).

The Coordinator ensures the warehouse is organised and is following applicable laws and regulations. This includes working with companions and volunteers, overseeing receiving, sorting and pricing of donations, always maximising income.

This is a hands-on role where your ability to lead by example will motivate our team of Companions and volunteers to provide exemplary customer service and to generate a financial surplus to support the charity.

You will supervise and work alongside Companions who are allocated to the warehouse during the business operating hours with conduct issues being managed by the Business Manager.

You will also supervise and work alongside volunteers who are allocated to the warehouse during business operating hours with with the Business Manager handling any conduct issues that may arise.

Warehouse Coordinator

Job description



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Location:	Sussex Emmaus, Portslade
Accountable to:	Retail Operations Manager
Responsible for:	Companions, Volunteers and Staff, as appropriate

Duties & responsibilities

People

- To work alongside and train Companions to increase their skill base and confidence
- To organise the deployment of tasks to individuals and team members
- To train, supervise, motivate, and inspire volunteers and companions.
- To help devise and deliver induction on standards of work to new team members so that retail activities are delivered to the agreed brand, including customer service, merchandising, pricing, stock control, and culture
- To ensure that all activities under supervision are engaging, enabling, empowering and holding to account the team members

Warehouse Operation

- To ensure effective and efficient day-to-day operations by maximising quality donations and minimising waste
- To ensure day-to-day smooth and productive processes are being implemented to excellent standards for quality, culture, and legislative compliance
- To be proactive in the generation of donated stock, managing stock collection efficiently and effectively to the agreed standards and timescales under Emmaus guidelines
- To ensure premises, Health & Safety, security, and maintenance checks and actions are complete within the identified time, and to identify new checks or actions to schedule as to comply with Health and Safety requirements
- To ensure that cover for the safe operation of the Undercroft is always sufficient
- To cover van driving shifts as needed.

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 and 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

Duties & responsibilities

Safety, Health, and Environment

- To oversee all Health & Safety requirements within the warehouse, taking corrective action as and when required, and informing/liasing with managers and team as necessary
- To assist in compiling risk assessments with team members
- Ensure safe working systems are adhered to in conjunction with the Emmaus policies and procedures, and are compliant with all relevant legal requirements
- To ensure that Health & Safety is adhered to in terms of equipment use and that manual handling guidelines are followed
- Ensure work areas follow correct processing procedures, ensuring that the work area is always kept clean and tidy
- Assist in delivering Health & Safety training to new Companions and volunteers

Recycling/Re-use and Waste Management

- To recommend creative ways to upcycle, 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 Environmental Policy and procurement Policy.

Other duties

Any other duties and accountabilities as required by the Retail Ops 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. This role is for three days, Thursday to Saturday.
- To oversee and aid in 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
- 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.



Warehouse Coordinator

Person Specification

Education

Essential

- Good general education

Desirable

Course work in:

- Warehouse management
- Customer care
- Health & Safety
- First Aid

Skills

Essential

- Ability to organise and maintain high standard in a warehouse
- Inspire and motivate people to achieve their full potential
- Effective verbal and written communication
- Effective listening
- Ability to remain calm under 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 of people
- Ability to prioritise workload, balancing competing demands
- Effective time management and organisational skills

Desirable

- Competent IT user including Microsoft Office Packages, internet and email
- Public speaking or engagements

Experience

Essential

- Retail experience
- Customer service
- Warehouse management/stock management
- Experience of complying with Health & Safety regulations
- Driving a 3.5T Van

Desirable

- Charity retail experience
- Retail and trading law
- Recycling or second-hand retail experience
- Working with people with complex needs
- Working with volunteers
- Volunteering
- Health & Safety: fire safety, manual handling, first aid, security
- Homelessness issues

Other

- 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 for 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 in 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
- Enthusiastic
- Commitment to environmental sustainability and social development



Warehouse Coordinator

Terms of employment

Salary:	£16,321,50 per annum
Hours of work:	23.25 hours a week, Thursday to Saturday, 8:45-17:00
Contract:	Permanent
Pension:	An auto-enrolment pension arrangement is in place
Holidays:	25 days per year plus bank holidays (pro-rotta)
Training and development:	Individually tailored induction, training and development
Employee Assistance:	24/7 employee assistance scheme is available
Probation:	6 months probationary period

