



emmaus

Colchester

working together to end homelessness

Workshop Facilitator

Job Pack



Contents

Thank you for your interest in the role of Workshop Facilitator at Emmaus Colchester.

This pack provides you with useful information about our organisation, the role 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.

emmaus.org.uk/colchester 

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Welcome



Dear Applicant

Thank you for your interest in our new Workshop Facilitator role.

Emmaus UK is a federal body supporting over 30 communities and groups in the UK. We are part of Emmaus International with over 300 communities worldwide. Emmaus communities offer people who have experienced homelessness and social exclusion a home, companionship, work opportunities and the chance to rebuild their lives in a supportive environment. Residents, known as Companions, gain work experience in their community's social enterprises enabling them to develop skills and build self-respect, whilst also enabling their community to become financially self sustaining.

We are looking to recruit an Upcycling Workshop Facilitator. This is an exciting and varied new role that will see the development and growth of our community workshop.

Our ambition for the workshop is that it will form a centre point of creativity for our companions and the wider community. The workshop will allow us to extend the sustainable upcycling work we do, intercept more waste destined for landfill, provide opportunities for training and education all while creating items for sale to support our homelessness work.

This role will play a crucial part in developing the workshop and the delivery of a wide program of activities.

We are looking for someone with the creativity and drive to grow the project and workshop outputs, with existing experience of furniture upcycling, such as varnishing, painting, upholstery, knowledge of furniture restoration is essential.

This role will be working directly with the Business Operations Manager and the Online Sales & Retail Manager to support the social enterprise in its objectives.

This is a varied role and you will need to be able to respond to the needs of the community and assist with the broader charitable aims.

This is an exciting time to join us as you will have the opportunity to help redevelop and design the new workshop.

This role is an exciting opportunity for a candidate with the right skills and experience to be part of an innovative and collaborative team. If this role sounds interesting and you believe you have what it takes to deliver, we look forward to hearing from you.

Yours faithfully

Brian Cooke
Chief Executive Officer

How Emmaus works

Emmaus Colchester supports people who have experienced homelessness and social exclusion.

We offer:



A home for as long as someone needs it

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.



Meaningful work opportunities in a social enterprise

The people we support spend time working in our social enterprises and community. For many, taking part in meaningful work gives them 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 their 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.



Emmaus has really given me something to focus on and with the support they've given me, I'm able to see forward into my future. I know this is my home and I feel I can work on myself here.

Chris, companion at Emmaus Colchester



Emmaus overview

Emmaus Colchester is a local charity supporting formerly homeless people by providing a home and an opportunity to progress. The people we support (known as Emmaus companions) live and work together in our community home and social enterprise.

Our residential community is a place where people can make it their home, make new friends, gain confidence, and get access to the support needed to secure their own home. Whilst at Emmaus Colchester companions have a chance to improve their health and wellbeing, learn new skills and gain qualifications.

In providing companions with the space, stability and support they need, we enable people to take stock of their lives and make positive changes for the future. This approach is proven to produce long-term sustainable results for people who have been stuck in the cycle of homelessness.

Here at Emmaus Colchester, we have a small staff team and accommodation for up to 28 companions. We are also supported by a dedicated team of local volunteers and our board of trustees.

All companions directly contribute to the success of Emmaus Colchester by helping within our community home and social enterprise. This provides people with a focus each day and work opportunities to enhance their future opportunities.

Joining our team as a Workshop Facilitator, you will be at the heart of our social enterprise and community work. This is a varied role, with a chance to shape a new enterprise and get creative with donated stock, while supporting companions to gain new life skills.

Social enterprise

Emmaus Colchester offers a range of social enterprise services to support people, communities and the environment.

Much of our social enterprise activity is focused on saving good quality items from going to waste but we deliver so much more. Our two Colchester charity shops sell a wide range of donated furniture, household items, electrical items, clothes, books, entertainment and bric-a-brac. We additionally have an Online Shop which sells curated vintage and antique items. Connected to our charity shops we offer a house clearance service and free furniture collections.

We have a dedicated workshop in our largest shop. We carry out basic repairs of furniture items and all donated electrical items are PAT tested on-site. We also use our workshop space to improve and upcycle items to help them become even more desirable for sale.

The majority of our income is generated in our social enterprise. Companions help out in every area, directly contributing to our charity whilst gaining skills and valuable work experience.

Solidarity

One of the most important parts of the Emmaus ethos is solidarity. This means working to help someone less fortunate than yourself. Solidarity can be very valuable for companions as it is often key to helping to rebuild self-esteem, proving that everyone has the capacity to make a difference to the lives of others.

At Emmaus Colchester we run seasonal campaigns to support local grassroots organisations and the work they do. Operation Christmas and Easter have become a staple in our calendar and both companions and staff look forward to the community projects.

We regularly support Refugee Asylum Seeker and Migrant Action group with furniture, homeware and clothing to support people new to the city with the items they need to set up a home.



“The support at Emmaus has helped make me a better person and the team continue to help guide me to make better decisions, and I hope this will continue.

Michael, companion of Emmaus Colchester



Emmaus movement

Emmaus Colchester is an independent local charity that is governed by a board of trustees from across Essex. Whilst our work is focused locally, we are also part of a much wider Emmaus movement. We are a member of the Emmaus UK federation, Emmaus Europe and Emmaus International.

Emmaus started in France in 1949, shortly after the Second World War, when homelessness was a significant problem.

After the first Emmaus community was created in Neuilly-Plaisance, in the eastern suburbs of Paris, many more communities opened in France and the Emmaus movement grew across Europe, in the Americas and in Asia.

The growth of the movement gave rise to the gradual development of a network of organisations that met in Bern, Switzerland, in 1969 to adopt the Universal Manifesto, the founding text of the Emmaus movement. Emmaus International was set up in 1971, at the first Emmaus International Assembly, to liaise between the member organisations and coordinate their work.

Ever since the Emmaus movement began back in 1949 it has always been both secular and independent in leading its struggle to tackle the causes of poverty and exclusion. The movement defends its vision of society: a fairer and more sustainable world where people are at the heart of the system and where there is a place for everyone.

The Emmaus model was first introduced to the UK in the early 1990s. A group of founding volunteers established Emmaus Cambridge to address homelessness in the city and the community was officially opened by Sir Terry Waite.

Since the first UK community opened in 1991, Emmaus has grown quickly across the country. There are now 29 communities spread across the UK, with a further three groups currently working to establish new communities. The UK is now the country with the most Emmaus communities outside of France.

Stretching from Glasgow to Dover, Emmaus communities in the UK are able to provide a home and support to 850 Emmaus companions. No two Emmaus communities are the same – each has its own individual personality, providing services that meet the needs of its local area. Each community has at least one shop or social enterprise, with many also running successful cafés, gardening projects and house clearance services.

Today, the Emmaus movement worldwide includes more than 420 Emmaus groups, located in over 40 countries. Across four continents – Africa, Asia, Europe and the Americas – Emmaus groups work every day to help the most excluded and tackle the causes of poverty.

emmaus-international.org/en/ 

Workshop Facilitator

Role description

Location:	Emmaus Colchester
Role type:	Full Time 37.5 hours per week.
Reporting to:	Chief Executive Officer
Salary:	£26,000

Overall Purpose of the Job

To establish the Upcycling Workshop and a series of programmes that will:

- Increase output from Workshop and therefore increase income to support the aims of the charity
- Inspire creativity and freedom of expression
- Increase opportunities to have a greater impact on our environmental sustainability work
- Increase opportunities to deliver greater acts of solidarity
- Development and delivery of a structured skills-based learning environment for companions and others who the charity supports

Key Relationships:

- Business Operations Manager and the Social Enterprise
- Online Sales & Retail Manager
- Community Support Team
- Companions and volunteers
- Finance Manager
- Chief Executive
- Trustees

To be a success in this role you will have the following:

- Experience of project and people/team management preferably in a physical/operational setting
- Able to supervise and use initiative to overcome problems that workshop users could come across
- An interest in Environmental sustainability
- Experience of upskilling and training starters and novices providing practical hands-on support
- Effective written and verbal communication skills
- Have an understanding of basic retail needs
- Effective listening skills
- The ability to enable and empower
- Effective administrative and organisational skills
- Effective time management skills
- Competent IT user including Microsoft Office packages, internet and email.
- Conflict resolution skills
- Proven Leadership skills
- Organised and self-motivated, while having the ability to work as part of a team.
- Flexible and adaptable 'can-do' attitude and approach to work

Duties & responsibilities

Furniture Upcycling:

- To guide, teach and work alongside companions, volunteers and other community groups who make use of the upcycling workshop on how to upcycle, repair and create new items.
- To provide current and future shop /online outlets with a consistent supply of furniture and other items
- To increase the number of bespoke and one-off furniture items
- To produce new handmade items that reflect seasonal interest
- To produce targeted items as requested by the Online Sales & Retail Manager
- Create rentable spaces and run community workshop sessions
- To increase opportunities with local authority and other environmental services to intercept more furniture destined for landfill
- To have a greater emphasis on repair and restoration on items that would normally be classed as unsaleable
- To develop a method of reclaiming maximum usable product from waste items and reduce further landfill
- Embed a culture of creativity encouraging and leading to bespoke items from what would normally be classed as scrap
- Develop A structured skills-based learning environment for companions and others.
- Increase opportunities to deliver greater acts of solidarity
- To Inspire creativity and freedom of expression with the workshop

Partnerships and working with others:

- To work with other community groups such as the local hospice and specialised schools to create opportunities within the workshop to address social challenges such as isolation & loneliness, poverty, and exclusion.
- Work with other charity groups to form partnerships to support Emmaus Colchester and / or their own charitable aims.
- Make links with local schools, college, and university to embed our workshop as extended opportunities for study.
- Liaise with our current corporate supporters to build opportunities for volunteering and team building activities.
- Engage with local activities relating to events and initiatives within the city of Colchester

Administration:

- Lead, organise and manage the relevant meetings relating to the project, including setting agendas, writing, distributing, and following up on agreed actions.
- Work collaboratively with colleagues to develop marketing materials using all the charity's communication channels.
- Ensure awareness of and adherence to all health and safety guidelines
- Provide excellent customer service to ensure all stakeholders have a positive experience of the project.
- Evaluate the success and impact of the project by monitoring pieces upcycled and diverted from landfill, and GIK (Gift in kind) donated to support the project,
- Responsible for ensuring all registration forms, health and safety and inductions forms are completed and saved according to GDPR practices.
- Responsible for ensuring before and after photos of the furniture and volunteer involvement on the day is captured and downloaded onto the appropriate system.
- Provide narrative and appropriate data for trustees meetings.

Other:

- Attend meetings and actively contribute to the overall charity agenda.
- Be flexible to perform any other tasks or duties that present themselves within the charity.

General Information

Emmaus works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role.

Teamwork is essential to the smooth running of the community and all members are required to play an active part. Staff duties include helping to maintain cover in the office, dealing with calls from the public and following all the policies and procedures of the organisation. Some evening and weekend work may be necessary for which time off in lieu can be taken.

We expect you to carry out your job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound 'value for money' principles in undertaking purchasing or supply of goods and services.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus's aim to take action to help disadvantaged people. You will be expected to encourage, develop and support volunteer involvement in our work.

A requirement to participate and support in solidarity (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.)

Emmaus works with homeless, vulnerably housed, and unemployed people. All employees are subject to enhanced DBS checks.

At Emmaus Colchester, we value diversity and welcome applications from all sections of the community.

Location

The role is based in our workshop on Osbourne Street within the city centre, however the jobholder may be required from time to time in other areas of operation.

This job description sets out the main duties of the role as at the date it was drawn up. These may vary from time to time without changing the general character of the role or the level of responsibility entailed. It is expected, therefore, that the jobholder will undertake any other duties commensurate with the grading of the post as allocated through line management.

Person Specification

Essential	Desirable
<p>Education:</p> <ul style="list-style-type: none"> • Good general education to include Maths and English GCSE or equivalent 	<p>Knowledge:</p> <ul style="list-style-type: none"> • City and guild assessor or similar • Train the trainer
<p>Skills:</p> <ul style="list-style-type: none"> • Effective written and verbal communication skills • Experience of Furniture/Upcycling • Effective listening skills • The ability to enable and empower others. • Effective administrative and organisational skills • Effective time management skills • Competent IT user including Microsoft Office packages, internet and email. • Conflict resolution skills • Proven Leadership skills • Proven ability to cope under extreme pressure • Strong work ethic with a fine attention to detail. • Reliable and personable. 	<p>Skills:</p> <ul style="list-style-type: none"> • Facilitation skills • Upholstery and design skills.
<p>Experience:</p> <ul style="list-style-type: none"> • Confident and competent people manager • Experience of working with, and relating to, a diverse range of people. • Leadership, team building, coaching, supervision • Ability to manage and develop a supportive Community environment • Training – Experience in the identification, provision and/or organisation of training and/or personal development programmes 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working within a teaching / training environment. • Volunteer management • Financial management and budget preparation

Essential	Desirable
<p>Knowledge:</p> <ul style="list-style-type: none"> • Demonstration of a belief in and, the ability to, adopt and work within the Emmaus ethos and principles • Practical experience of working with multitude of materials and mediums relating to furniture production • Experience of being active within a workshop environment • Knowledge and understanding of Data Protection • Knowledge and understanding of homelessness issues • Knowledge and understanding of Health and Safety issues • Knowledge of principles of evaluation and outcome measurement • Awareness and understanding of equal opportunities, equality and diversity • Willingness to undertake further training where appropriate 	<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of health and safety issues associated with, manual handling, fire safety and first aid • Health and Safety - working with, manual handling, risk assessments, first aid • Basic knowledge of Data protection • Practical experience of working with multitude of materials relating to furniture production
<p>Other:</p> <ul style="list-style-type: none"> • A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential • Empathetic and understanding of a wide range of needs and experiences • Awareness of Equal Opportunities • Able to welcome people into the community with no prejudice • Flexible and adaptable attitude to work • Willingness to undertake further training and/or learn new skills where appropriate • Willingness to work unsocial hours occasionally 	<p>Other:</p> <ul style="list-style-type: none"> • A commitment to ongoing training and development

How to Apply

If you are interested in applying for this role please provide a completed application form and covering statement of no more than two sides of A4 setting out your reasons for applying and how your skills, knowledge and experience meet those set out in the person specification. Please also provide evidence of achievements and past experience to support your responses.

Please note, the role will involve contact with vulnerable people and will therefore be subject to a Disclosure & Barring Service check. Also, please ensure you complete and return the declaration of criminal records form and the equal opportunities form with your application. Your completed application should be returned to Brian Cooke, Chief Operating Officer preferably by email to brian@emmauscol.org, or alternatively by post to 175 Magdalen Street, Colchester, Essex, CO1 2JX.

The closing date for applications is Friday 27th September. Date for interviews is to be confirmed and will be at 175 Magdalen Street, Colchester, Essex, CO1 2JX.

For an informal and confidential conversation about the role please contact Brian Cooke, Chief Executive on 01206 541616.

Emmaus Colchester is a charitable company limited by guarantee registered in England & Wales with charity number 1077805 and company number 3805699.

