



**emmaus**

**Colchester**

working together to end homelessness

# Painting & Decorating Team Leader

Job Pack





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Thank you for your interest in the role of Painting & Decorating Team Leader 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](http://emmaus.org.uk/colchester) 

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# Welcome

Dear Applicant

Thank you for your interest in our new Painting & Decorating Team Leader role.

Emmaus UK is a federal body supporting 29 Communities and 10 Groups in the UK. We are part of Emmaus International with over 300 Communities worldwide. Emmaus communities offer homeless and socially excluded people a home, companionship, work and the chance to rebuild their lives in a supportive environment. Residents, known as Companions, work full time 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 a Painter and Decorator to help us drive forward our new social enterprise aimed at supporting social housing and private customers.

You will work directly with the Chief Executive and Operations Manager in setting up our new service, organising and delivery of jobs for our customers. This is a varied role, and you will need to be able to respond to the needs of the community and assist with broader charitable aims.

We are seeking someone who has following:

- Excellent skills and experience in painting, decorating and minor repairs
- Excellent leadership skills
- Good administration and organisational skills.
- Good written and verbal communication skills
- Keen interest in working with vulnerable people.
- Organised and self-motivated, while having the ability to work as part of a team.
- Flexible and adaptable attitude and approach to work

This is an excellent opportunity for someone pro-active and well organised with great communication skills and an affinity with charitable organisations. 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.

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. We are a second chance employer and will always seek to understand and contextualise any declaration of criminal offences.

Your completed application should be returned to Brian Cooke, Chief Operating Officer preferably by email to [brian@emmauscol.org](mailto:brian@emmauscol.org), or alternatively by post to 175 Magdalen Street, Colchester, Essex, CO1 2JX.

The closing date for applications is Monday 7th April at 5pm. Interview date 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.

Yours faithfully

Brian Cooke  
Chief Executive Officer



# How Emmaus works

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

We offer:



## A long-term supportive home

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 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 Painting & Decorating Team Leader, 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/](https://emmaus-international.org/en/) 

# Painting and Decorating Team Leader

## Role description

<b>Location:</b>	Emmaus Colchester
<b>Role type:</b>	Full Time 37.5 hours per week.
<b>Reporting to:</b>	Chief Executive Officer
<b>Salary:</b>	£28,000

## Overall Purpose of the Job

- To lead and deliver on our painting and decorating service provided through our social enterprise.

### Key Relationships:

- Business Operations Manager and the Social Enterprise
- External Customers
- Community Support Team
- Companions and volunteers
- Finance Manager
- Chief Executive
- Trustees

## Roles and Responsibilities

- Deliver an excellent customer experience by understanding the different needs of our customers and tailoring your approach
- Be a role model to companions and those who you are training
- Manage the development needs of companions in your care
- Report any potential repairs and safeguarding issues that you notice in the customers' homes
- Be an advocate for your service, promote and share the broader service with customers

### You Will:

- Have a passion for the work we do regarding homelessness and the wider community
- Be passionate about sharing your skills with others and playing a part in their development
- Want to see your service succeed and grow
- Value the quality of your work and strive for excellence.
- Constantly and consistently demonstrate value for money

## Main Duties

- Spec out, cost and order resources for decorating Jobs.
- Proactively monitor and respond to customer jobs.
- Keeping customer UpToDate with timescales and completions.
- Working with customers to ensure they complete the work according to their requirements.
- Measuring the work area to calculate the time and materials required to complete the project.
- Preparing the surrounding area, including covering fixtures and furniture to prevent messes.



# Main Duties

- Preparing painting surfaces, including removing old paint, filling holes and cracks and washing walls.
- Choosing the tools to complete the job.
- Mixing and matching paints and colours to meet the texture and look required for the project.
- Applying paint, varnishing and other finishes, hanging wallpapers and other decorative products as per customer requirements.
- Cleaning up painting tools and supplies, replacing fixtures and rearranging furniture after completing the project.
- Apply robust snagging and quality checks before signing off work.
- Collaborating with painters on other larger jobs.
- Working with other construction professionals such as, carpenters, electricians and plumbers when necessary.
- Order parts, materials or follow up work as required and as per job requirements.
- Carry out daily vehicle inspections in line with company policy and drive responsibly.
- Carry out safety checks of tools, plant, and equipment - ensuring they are well looked after
- Work safely at height using the appropriate equipment provided.
- Keep work areas and work wear (including PPE) to a professional standard.
- Achieve your quality performance targets.

## Other Duties:

- 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.
- Play an active role in the wider federation across the UK.
- Participate in community projects and acts of solidarity.

## General:

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.

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 primarily in Colchester; 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

<b>Essential</b>	<b>Desirable</b>
<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Good general education to include Maths and English GCSE or equivalent</li> <li>• NVQ level 2 P&amp;D</li> </ul>	<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Health and safety IOSH</li> <li>• Building compliance</li> <li>• Qualification in at least one tradesman discipline</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Effective written and verbal communication skills</li> <li>• Experience or working within a maintenance team within residential and commercial environments</li> <li>• General all round D.I.Y skills and general maintenance</li> <li>• Ability to work to deadlines</li> <li>• Hold First Aid certificate or willing to train to achieve this</li> <li>• Effective listening skills</li> <li>• The ability to enable and empower others</li> <li>• Effective administrative and organisational skills</li> <li>• Effective time management skills</li> <li>• Proven Leadership skills</li> <li>• Strong work ethic with a fine attention to detail</li> <li>• Reliable and personable</li> </ul>	<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Working with and developing apprentices and less experienced colleagues</li> <li>• Skills in person centred conversations and engagement</li> <li>• Holds a British Driving license</li> <li>• Competent IT user including Microsoft Office packages, internet and email</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Proven experience of working in either or both domestic and commercial decorating.</li> <li>• Experience of flexible working practice</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience in general maintenance</li> <li>• Financial management and budget preparation.</li> </ul>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Demonstration of a belief in and, the ability to, adopt and work within the Emmaus ethos and principles.</li> <li>• Knowledge and understanding of Data Protection</li> <li>• Knowledge and understanding of homelessness issues</li> <li>• Knowledge and understanding of Health and Safety issues</li> <li>• Awareness and understanding of equal opportunities, equality and diversity</li> <li>• Willingness to undertake further training where appropriate</li> <li>• Health and Safety in the workplace</li> <li>• Undertake training/qualifications as necessary</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of health and safety issues associated with, manual handling, fire safety and first aid</li> <li>• Health and Safety - working with, Manual handling, Risk assessments, First aid</li> <li>• Basic knowledge of Data protection</li> <li>• Understanding of the requirements of the building safety act 2022</li> <li>• Understanding and awareness of responsibilities associated to being a landlord and a provider of supported accommodation</li> <li>• Understanding and application of the fire safety act 2021</li> </ul>



# Person Specification

<p><b>Other:</b></p> <ul style="list-style-type: none"><li>• A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential</li><li>• Empathetic and understanding of a wide range of needs and experiences</li><li>• Awareness of Equal Opportunities</li><li>• Able to welcome people into the community with no prejudice</li><li>• Flexible and adaptable attitude to work</li><li>• Willingness to undertake further training and/or learn new skills where appropriate</li><li>• Willingness to work unsocial hours occasionally</li></ul>	<p><b>Other:</b></p> <ul style="list-style-type: none"><li>• A commitment to ongoing training and development</li><li>• Able to understand and adhere to confidentiality policies</li><li>• Commitment to environmental sustainability and social development</li><li>• Ability to work unsocial hours and undertake local and UK wide travel on occasions</li><li>• Flexible attitude to work, able to attend weekend and evening meetings</li></ul>
<p><b>Values and competency:</b></p> <ul style="list-style-type: none"><li>• Listen to customers, companions and colleagues, responding appropriately to their needs</li><li>• Speak to people in a positive way, to make sure messages are easily understood and people are valued and respected</li><li>• Use appropriate body language to communicate with others</li><li>• Use the most appropriate method of communication for the message - face to face, telephone or written communication</li><li>• Openly share knowledge and best practice with our teams to achieve business goals</li><li>• Prepare for and actively contribute to meetings</li><li>• Always maintain professional boundaries</li><li>• Express any individual views, perspectives and personal beliefs so they do not cause offence to others</li><li>• Accept challenges and constructive criticism gracefully, with humility and emotional intelligence</li><li>• Support colleagues to challenge prejudice and discrimination confidently and constructively</li><li>• Treat companions respectfully and as customers</li></ul>	

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

The post holder must always act in a way which will maintain the good reputation of Emmaus Colchester, upholding the policies and procedures of Emmaus. Post holder will strive to preserve good working relationships with Staff, Volunteers, Companions and the Trustees, keeping the appropriate key personnel well informed of significant matters relating to the Community

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.

## Terms & Conditions of Employment

- Working Hours – full time hours are 37.5 hours per week, 5 days a week between 8.30am and 5.00pm Monday to Friday (some evening and weekend work will be required from time to time)
- Annual Leave – 25 days per annum, plus 8 bank holidays
- Pension – Stakeholder pension available with an employer contribution of 3%
- Employee Assistance – a 24/7 employee assistance scheme is available

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

