



**Warehouse Supervisor
Application Pack
October 2020**

Contents

Introductory Letter	3
About Emmaus	4
About Emmaus Coventry & Warwickshire	6
Role Description	7
Person Specification	9
Terms of Employment	10
Application Process	10
Safeguarding and Right of Work in the UK	10
How we store and use your personal information	11



Dear Applicant

Thank you for showing an interest in working for Emmaus Coventry & Warwickshire. We are looking for a Warehouse Supervisor to join our team.

The Warehouse Supervisor will be responsible for managing all warehouse processes and function, stock control and oversee the maintenance of our vehicles. You will also be assisting in the provision of meaningful work and on the job development for Companions in compliance with our Emmaus ethos, mission, strategic aim, organisational objectives and policies.

So, if you have good organisational skills, experience of warehouse work, the ability to support people with complex needs and a positive “can do” attitude we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do.

To apply then please send your CV, supporting statement showing how you meet the person specification and the additional details form by 9:00am on Friday 20th November 2020 and return to community.director@emmaus.org.uk

Interviews/assessment day will be held week beginning 23rd November 2020.

If you would like to arrange an informal discussion about the role, please email RetailManager@emmaus.org.uk

Best regards

Geraldine Tsakirakis
Emmaus Coventry & Warwickshire

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 enterprise;
- 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.

About Emmaus Coventry & Warwickshire

Emmaus Coventry & Warwickshire was first opened over 26 years ago, the second Community in the UK.

We currently have accommodation for 18 companions who live in our Grade 2 listed building in Binley, Coventry. The surroundings are spectacular and provide a very comfortable home for those who come to live with us.

We operate the following social enterprises therefore providing a variety of work experience for our companions:

Retail shop and warehouse

Collection of donations and delivery service

Bulky waste service for Coventry City Council and North Warwickshire Borough Council

Delivery of food to foodbanks

House Clearance service

We are currently expanding our warehouse provision and would like someone who can take responsibility for the daily operations

Companions volunteer in our social enterprises from 9.00 to 5.00 every day and are offered both informal and formal support. The support covers help to remove the barriers that resulted in them becoming homeless and also positive support on training, work experience, money management issues which will enable them to progress.

We are a small staff team of 7 who work together to offer a positive experience for our companions.



Emmaus Coventry & Warwickshire Warehouse Supervisor Job Description

Location:	70 Red Lane, Coventry
Accountable to:	Retail Development Manager
Responsible for:	Companions and Volunteers
Working hours:	8.30am – 5pm, five days (from 6) Monday to Saturday

Overall Purpose of the Job

The Warehouse Supervisor manages all warehouse processes and functions. Providing meaningful work and on the job development for Companions in compliance with our Emmaus ethos, mission, strategic aim, organisation objectives and policies.

Main Responsibilities

- Manage our warehouse function and take responsibility for it.
- To ensure the in-house stock control system is updated with relevant information
- Ensure operations comply with the law and are administered effectively at all times.
- Vehicle fleet management

Main Duties

- To ensure the smooth running of stock housing and handling.
- To ensure Companions are welcomed, supported, inducted and trained in the warehouse, enabling them to contribute safely and in a competent manner.
- To work alongside the Retail Development manager to recommend and implement improvements.
- To support the shop operation with movement of stock
- To assist with driving duties when required
- To manage the maintenance of our vehicle fleet
- To improve re-use and recycling figures.
- To manage the yards, containers and scrap runs.
- To lead Companions in ensuring all stock is taken care of and not damaged and is stored appropriately in the yard or warehouse.
- Ensure Companions maintain the Emmaus ethos of recycling and reusing items wherever possible.

Special Requirements

- The ability to lift and move heavy objects
- A full driving licence and the ability to drive a 3.5 tonne vehicle (training will be given if no experience of driving this size vehicle)
- A willingness to attend off-site training courses to enable you to carry out your duties effectively
- A willingness to attend and participate in team meetings during working hours

Other Duties

- Perform any other tasks or duties deemed necessary by the Retail Development Manager as appropriate
- When not in the warehouse to help out with the driving duties (deliveries & collections)

General

Emmaus Coventry & Warwickshire runs its business operations six days a week, Monday to Saturday. Your usual working days will be 5 out of 6 Monday to Saturday, with a shared rota for Saturdays. There needs to be a degree of flexibility to cover holidays and sickness, as agreed with your line manager and as is appropriate with your role and responsibilities.

Emmaus Coventry & Warwickshire works with adults at risk, referred to as Companions. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role, as contained in the Staff Handbook. All roles within Emmaus Coventry & Warwickshire are subject to enhanced Disclosure and Barring Service checks.

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

The post holder must develop and maintain a positive and involved relationship with the Emmaus movement at local, regional, national and international levels.

The post holder is expected to carry out job responsibilities in an environmentally aware manner. Emmaus C & W's aim is to ensure all resources are utilised effectively and efficiently. The post holder will be expected to apply sound 'value for money' principles in undertaking purchasing or supply of goods and services

Person Specification:	Warehouse Supervisor
Essential	Desirable
<p>Skills:</p> <ul style="list-style-type: none"> • Effective time management and organisational skills • Ability to remain calm under pressure • Ability to drive, holding a full manual driving licence (we expect this to be clean but will consider applicants with points on a case-by-case basis) • Able to work as a team member and team leader • Ability to relate to and work with people, some of whom may present challenging behaviour. • The ability to lift, carry and manoeuvre furniture on a day to day basis. • Competent IT user including packages used for stock management 	<ul style="list-style-type: none"> • Effective written and verbal communication skills. • A positive customer services attitude • Able to supervise Companions' and volunteers' work and to support their learning and development
<p>Education:</p> <ul style="list-style-type: none"> • Driving licence 	
<p>Experience</p> <ul style="list-style-type: none"> • Experience of driving cars, vans and Luton-style vehicles • Experience of complying with Health & Safety regulations and experience of being responsible for delivering these • Stock Management 	<p>Experience:</p> <ul style="list-style-type: none"> • Recycling or second-hand retail experience • Working with vulnerable people or people with challenging behaviour • Volunteer management • Warehousing experience.
<p>Knowledge:</p> <ul style="list-style-type: none"> • Confidentiality • Demonstration of a belief in, and the ability to, adopt and work within the Emmaus principles • Health and safety, manual handling 	<p>Knowledge:</p> <ul style="list-style-type: none"> • Fire safety, first aid • Homelessness issues • Risk assessment • Professional boundaries
<p>Personal Characteristics</p> <ul style="list-style-type: none"> • 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 and willingness to work with and alongside Companions and staff • Empathetic and understanding of a wide range of needs and experiences • Awareness and acceptance of own limitations • Confidence to take on and resolve difficult and frequently sensitive issues • Commitment to environmental sustainability and social development 	

Terms and Conditions of Employment

- Salary of £19,380 per annum
- Working Hours – full time hours are 40 hours per week, Monday to Friday, staff are also on a rota for Saturday working
- 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

To Apply

To apply please send your CV, covering letter and a one page explanation of how you meet the person specification to community.director@emmaus.org.uk by 9.00 Friday 20th November 2020.

Those shortlisted will be invited to an assessment day week beginning 23rd November 2020.

Safeguarding and Right of Work in the UK

The role will involve working with companions and in the community, then 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.



How we store and use your personal information

Your CV 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 CV only will be passed onto other members of the panel. But before it is passed on, the personal information will be removed from your CV. 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.

