



**emmaus**

**Coventry & Warwickshire**

working together to end homelessness

# **Application Pack**



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Dear applicant,

Thank you for your interest in working for Emmaus Coventry & Warwickshire. We are looking for a Social Enterprise Manager to join our team.

Emmaus Coventry and Warwickshire is a local charity working to help people out of homelessness. The work we do here changes lives.

The new Social Enterprise Manager will play a pivotal role in the charity. The Social Enterprise Manager will lead our social enterprises to further their social and environmental impact, and to generate a financial surplus which we use to support people out of homelessness. We're looking for someone with great business sense, who can work in a trauma-informed way with companions and other vulnerable adults, who are our beneficiaries and main work force.

You will be joining a friendly and enthusiastic team who are passionate about what they do, and you will be making a huge difference to people's lives.

*"My favourite thing about working at Emmaus Coventry & Warwickshire is the people: it's truly somewhere that makes a difference in people's lives, you get to be part of a community and everyone here very much believes in the work we do. You get to be part of a professional, but fun and motivating team who are all aiming for the same goal and working together to achieve it"* - Current member of the team.

The application deadline is 9am, Tuesday 25<sup>th</sup> March 2025 and details of how to apply are on page 13.

In-person interviews will be held at our charity shop at 70 Red Lane, Coventry, CV6 5EQ - week commencing Tuesday 1<sup>st</sup> April 2025. During the interview there will be an opportunity to meet staff and companion team members.

We look forward to receiving your application,

Falishia Channer  
Emmaus Coventry & Warwickshire

# About Emmaus

Our Vision: a sustainable 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, work opportunities 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 help to run our social enterprises, where they support themselves and one another. Emmaus supports more than 850 people who have experienced homelessness in 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 weekly allowance.

In return, we ask:

- That companions help to run the community's social enterprises;
- 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 benefits, with the exception of housing benefit (if entitled to it) and PIP (if relevant).

# 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.

Emmaus communities successfully provide a place for people in vulnerable housing situations to rebuild their lives by offering them work opportunities and support. Significant benefits are linked to substantial improvements in companions' physical and mental health, including reductions in substance misuse.

“Homelessness ends the moment you walk through the door... the rest is up to you.”

“Emmaus gives people respite and a purpose.”

“Emmaus is the best place to come if you need help to get back on track. I'm a really good example of how it helps and I'm happy that I have a chance at life now.”

# About Emmaus Coventry & Warwickshire

Emmaus Coventry and Warwickshire has been providing accommodation and support in Coventry since 1993. Accommodation is at The Old Vicarage, Brinklow Road, Binley, Coventry, CV3 2DT which has 17 rooms and several shared community facilities and large garden areas.

We have a shop selling second-hand goods which is operated by companions and overseen by the Social Enterprise Manager. Companions also staff our Bulky Waste service, collection and delivery service and the warehouse, as well as supporting our food bank delivery service.



## Our purpose

We exist to give hope and a sense of belonging to those who have experienced homelessness and poverty.

## Our mission

To empower people affected by homelessness and poverty to change their lives for the better whilst using our voice to achieve social change.

In Coventry we do this by providing a community of safe homes, meaningful work experience and training through our Social Enterprises, which in turn provide social and environmental value for our local community.

## Our vision

A sustainable world in which everyone has a home and a sense of belonging.

## Our values

**Respect** – for others, ourselves and our environment

**Sharing** – our resources, skills, challenges and successes

**Openness** – to ideas, challenges and to other points of view

**Solidarity** – helping those in greatest need and opposing injustice

**Welcoming** – friendly, approachable and inclusive to all

# Our Strategic Objectives 2023- 2028

Emmaus Coventry & Warwickshire is committed to expand and improve the work that we do to help people out of homelessness and poverty.

Over the next five years we will:

- Build or acquire more new homes for people in housing need.
- Transform our Social Enterprises to provide a higher level of training and support to companions
- Provide work experience and training opportunities to non-residential companions.
- Restructure our staff and board team and improve decision-making and governance processes in order to support our growth.
- Build on the structured support work developed over the last four years by moving towards an organisation-wide trauma-informed approach.

# Job Roles and Responsibilities

Job title	Social Enterprise Manager
Reports to	Director
Manages	Retail & Support Lead, Warehouse Supervisor, Drivers & Volunteers
Location	Emmaus charity shop, 70 Red Lane, Coventry, CV6 5EQ Please note that this is a site-based (not remote) role.
Contract	Permanent
Salary and benefits	Up to £32,000 per annum dpe. 25 days' annual leave plus bank holidays. Emmaus Coventry & Warwickshire provides an auto-enrolment pension scheme with NEST.
Training and personal development	Individually tailored induction, training and development  A 24/7 employee assistance scheme is available
Working hours	7.5 hours per day which can be worked flexi-time between 8am and 6pm, Monday to Friday. Saturday flexibility  37.5 hours per week full time. 30 hours per week

## Job Purpose

The purpose of the Social Enterprise Manager is to lead our Social Enterprises and ensure they meet their social, environmental and financial objectives.

Emmaus Coventry & Warwickshire's (ECW) social enterprises currently revolve around the collection, sorting and sale of donated pre-loved goods. We have high-street and online retail, a warehouse and van services.

For ECW trading is "primary purpose" as the Social Enterprises provide work experience, training and structure for companions and others. This allows companions to sign off benefits and instead receive an allowance generated from their hard work. The Social Enterprises must cover their own costs and return a surplus that supports the work of the charity, and our solidarity activities.

The Social Enterprise Manager will strive to continually improve our Social Enterprises:

1) For our residential and non-residential companions (adults who have experienced homelessness and/or are

unemployed), so that we provide excellent work experience and training; providing a sense of purpose and belonging and providing the work and life skills needed to move on.

2) For our customers so that we are providing the best service we can, whether it's collecting bulky waste, a house clearance following a bereavement, a shop customer, or a recipient of solidarity furniture.

3) Improving our financial performance, so that our Social Enterprises allow us to support more people out of homelessness.

4) Always looking to improve our environmental impact through resource efficiency, re-use and recycling.

There is scope to launch new Social Enterprises, and we are keen to hear from people with business development experience, but our objective within this five-year plan cycle is to do better with the services we already provide and make better use of the existing sites we have.

## Job Description

The job is to lead Emmaus Coventry & Warwickshire's Social Enterprises, and as such the actual duties will vary according to the needs of the Social Enterprises and the capabilities and duties of the staff, volunteer and companion teams at any given time. As such the job description is not exhaustive and instead acts as a guide to the responsibilities of the role.

This is a senior management role but as we are a small charity, it is also very hands-on.

### **Business-related**

- Annual budget and target setting for all Social Enterprise work streams, with input from the team
- Quarterly financial and KPI reporting
- Business improvement and business development, including revising existing business plans and developing new, viable plans
- Ensuring Legal and Health and Safety compliance of the Social Enterprises
- Effective oversight of all Social Enterprise activities
- Overall responsibility for customer service including responding to feedback in a timely manner

### **Coaching & Supervision**

- Line management of Social Enterprise staff members
- Recruitment and induction of new staff members as needed
- Supervision of companions and volunteers
- Lead on a weekly co-produced rota to ensure all companion roles are covered
- Providing or procuring training to meet the team's needs

### **Social and Environmental Impact**

- Take the lead on impact measurement within Social Enterprises
- Overall responsibility for resource efficiency of the Social Enterprises, particularly in maximising re-use and minimising waste

## Support

- Shared oversight and leadership of in-work support with the Support Manager
- Effective co-working with the Support Team to ensure the wellbeing and progress of companions and other vulnerable adults
- Ensuring proper professional boundaries and adult safeguarding at all times
- Participation in the on-call rota, which necessitates having a work phone on outside of working hours for a week at a time, usually 1 in 4 to 6 weeks. This is remunerated with day in lieu.

## General

- Follow all Emmaus Coventry & Warwickshire Policies and Procedures
- Attend, where appropriate, training courses relevant to the development of the role
- Attend and participate in relevant meetings and forums
- Adhere to all Health and Safety and fire regulations, and to co-operate with the charity in maintaining good standards of Health and Safety
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute
- Be proactive in promoting equality and diversity within the charity
- All employees are expected to be competent with the use of technology and information systems, and understand their duties and responsibilities with regard to GDPR and the appropriate use of personal data including sensitive personal data.
- As requested by your line manager, carry out any other duties or general tasks and hours of work as may be reasonably required within the scope and purpose of the job

# Relationships

You will need to be as confident reporting to trustees in a board meeting as you are working alongside a companion in the work that they do. The Social Enterprise Team and Support Team work closely together to provide an excellent service to companions and other service users, so it is vital that you work collaboratively.

The Social Enterprise Manager should foster and maintain productive, healthy and professional relationships with:

- Residential and non-residential companions (adults with lived experience of homelessness and / or unemployment who live and/or work within the Emmaus Coventry & Warwickshire community)
- ECW staff, volunteers, trustees, trainees, students, work placement participants, interns and other visitors
- Contractors, customers, suppliers, referral agencies, partner organisations and training providers
- Emmaus organisations at Regional, National and International level

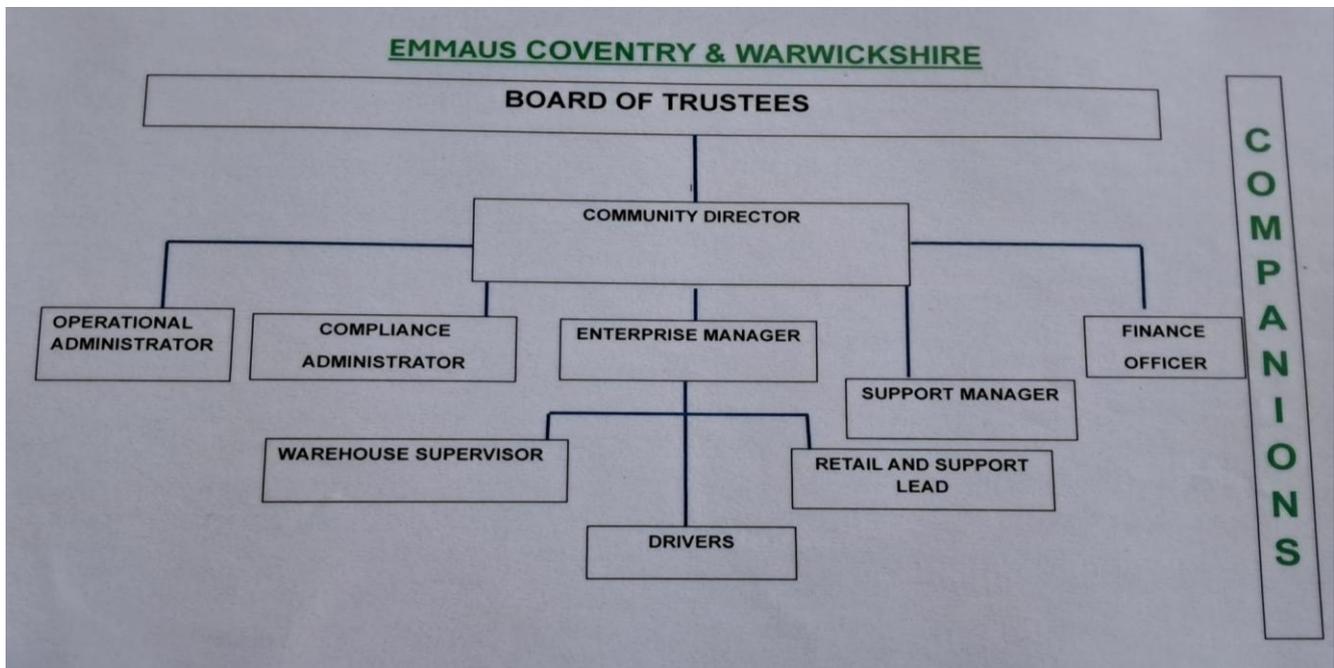
## Person Specification

We will score applicants against these criteria. As it's a wide and varied role, we encourage you to apply if you meet most but not every point.

Essential	Desirable
<b>Education</b>	<b>Education</b>
<input type="checkbox"/> Educated to degree level or equivalently qualified by experience	
<b>Qualifications</b>	<b>Qualifications</b>
<input type="checkbox"/> Evidence of Continued Professional Development	<input type="checkbox"/> Professional qualification(s) in a relevant field <input type="checkbox"/> Driver with full, clean UK compliant driving license
<b>Experience</b>	<b>Experience</b>
<input type="checkbox"/> At least three years' line management experience <input type="checkbox"/> Business improvement and Business development, ideally within a charity or social enterprise setting <input type="checkbox"/> At least two years' experience as a budget holder of a business or social enterprise with a comparable turnover <input type="checkbox"/> Working with vulnerable adults <input type="checkbox"/> Developing mutually beneficial partnerships <input type="checkbox"/> Developing, working to, and monitoring progress against KPIs and other targets <input type="checkbox"/> Project management	<input type="checkbox"/> Volunteer management <input type="checkbox"/> Fundraising <input type="checkbox"/> Working in re-use
<b>Skills</b>	<b>Skills</b>
<input type="checkbox"/> Strong time management and organisation with the ability to self-manage and prioritise <input type="checkbox"/> Excellent business acumen <input type="checkbox"/> Excellent supervisory and line management skills <input type="checkbox"/> Conflict resolution, especially working across multiple stakeholders from customers to client group <input type="checkbox"/> Highly adaptable with resourceful problem-solving skills <input type="checkbox"/> Attention to detail so that business compliance issues are spotted before they escalate <input type="checkbox"/> Effective written and verbal communication <input type="checkbox"/> Demonstrable IT skills including Microsoft Word, Excel and G-suite	<input type="checkbox"/> Mediation <input type="checkbox"/> Influencing to achieve positive outcomes <input type="checkbox"/> Marketing

Knowledge & Ethos	Knowledge & Ethos
<ul style="list-style-type: none"> <li><input type="checkbox"/> Retail and trading law</li> <li><input type="checkbox"/> Empathy for Emmaus Coventry &amp; Warwickshire's mission and values</li> <li><input type="checkbox"/> Committed to equality, diversity, inclusion and anti-discriminatory practices</li> <li><input type="checkbox"/> Leading by example to demonstrate best practices at work</li> <li><input type="checkbox"/> Enthusiastic and can-do attitude</li> <li><input type="checkbox"/> Demonstrable understanding of workplace health &amp; safety</li> <li><input type="checkbox"/> Great at working face-to-face with people to achieve positive experiences</li> <li><input type="checkbox"/> Highly self-motivated and able to work with minimum supervision to achieve goals</li> <li><input type="checkbox"/> Team player</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Knowledge and understanding of issues surrounding homelessness</li> <li><input type="checkbox"/> EPOS systems</li> <li><input type="checkbox"/> Manual handling, fire safety, COSHH, risk assessments</li> <li><input type="checkbox"/> Trauma informed practice</li> </ul>

## Organisational Diagram



# How to Apply

We recommend you read our most recent annual reports which you can find on the [Charity Commission website](#), so that you understand the scope of the role and of the Social Enterprises.

**Please send your CV plus a 1-page supporting document which outlines how you fit the job criteria, to [admin.coventry@emmaus.org.uk](mailto:admin.coventry@emmaus.org.uk)**

**Applications must be made by 9am Tuesday 25th March 2025.**

Interviews are scheduled from Tuesday 1<sup>st</sup> April 2025

We also ask that you complete an online equal opportunities form, which will not be associated with your application, but allows us to monitor and improve our recruitment in terms of diversity:

<https://forms.gle/hKF7fbQCzHcXvrzWA>

*If you can't click on the form link above, copy and paste into your browser.*

## Safeguarding and Right to Work in the UK

The role will involve working with companions and in the community and will need to have a Disclosure and Barring Service (DBS) check carried out. This is to check criminal records and that the person is not barred from working with 'adults at risk'. Some companions can be classed as adults at risk.

The Declaration of Criminal Records 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 limited access folder throughout the interview process. It will be stored for up to two years, 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 and supporting document will be passed on to other members of the panel. But before it is passed on, personal information will be removed. This includes:

- Name
- Address
- Age
- Marital Status

This is to protect your personal information, but also to enable us to shortlist without seeing those details, so that we are fair and equitable and to encourage a diverse workforce.