

APPLICANT PACK

Shop Supervisor

EMMAUS
Coventry & Warwickshire

THANK YOU



for your interest in the role of Shop Supervisor at Emmaus Coventry & Warwickshire.

This pack provides you with useful information about our organisation, the job role and the application process.

Please take the time to read this pack and our website to find out more about our charity.

emmaus.org.uk/coventry-warwickshire

CONTENTS

How our charity works	3
Quote from a companion	4
Emmaus in the UK	5
Role overview	6
Job description	7
Person specification	9
Terms of employment	11
Application process	12

We offer accommodation, support and opportunities to move forward.

HOW OUR CHARITY WORKS

We support people experiencing or at risk of homelessness across Coventry and Warwickshire.

At Emmaus Coventry & Warwickshire, we support people experiencing or at risk of homelessness. We offer accommodation, tailored support and opportunities to gain skills, training and work experience.
We see the person and their strengths, and support them to move forward in a way that works for them. As part of a nationwide movement of Emmaus charities, we help people build skills, gain experience and work towards the future they want.

Accommodation
We offer accommodation at our site in Binley, Coventry, where everyone has their own room. There are shared living spaces and a large garden, creating a welcoming place to live.
We provide meals, clothing and toiletries, helping people find the stability they need to move forward.



Work experience and skills
The people we support are part of the day-to-day running of Emmaus. They help run our charity shops, giving donated furniture and homeware a second life.
They also help collect donated furniture, deliver it to customers, and support local food banks.
Some people also support bulky waste collections in partnership with local councils.
Through this, people gain valuable work experience, build skills and confidence, and make a real contribution to the community.

Support and moving forward
Our support team works alongside each person, taking the time to get to know them and understand what they want for their future.
Support is tailored to the individual, with opportunities to build skills, gain experience and access training.
We support people to move on to the next stage in their lives, including finding accommodation and exploring future work opportunities.



BILLY

Companion at Emmaus Coventry & Warwickshire

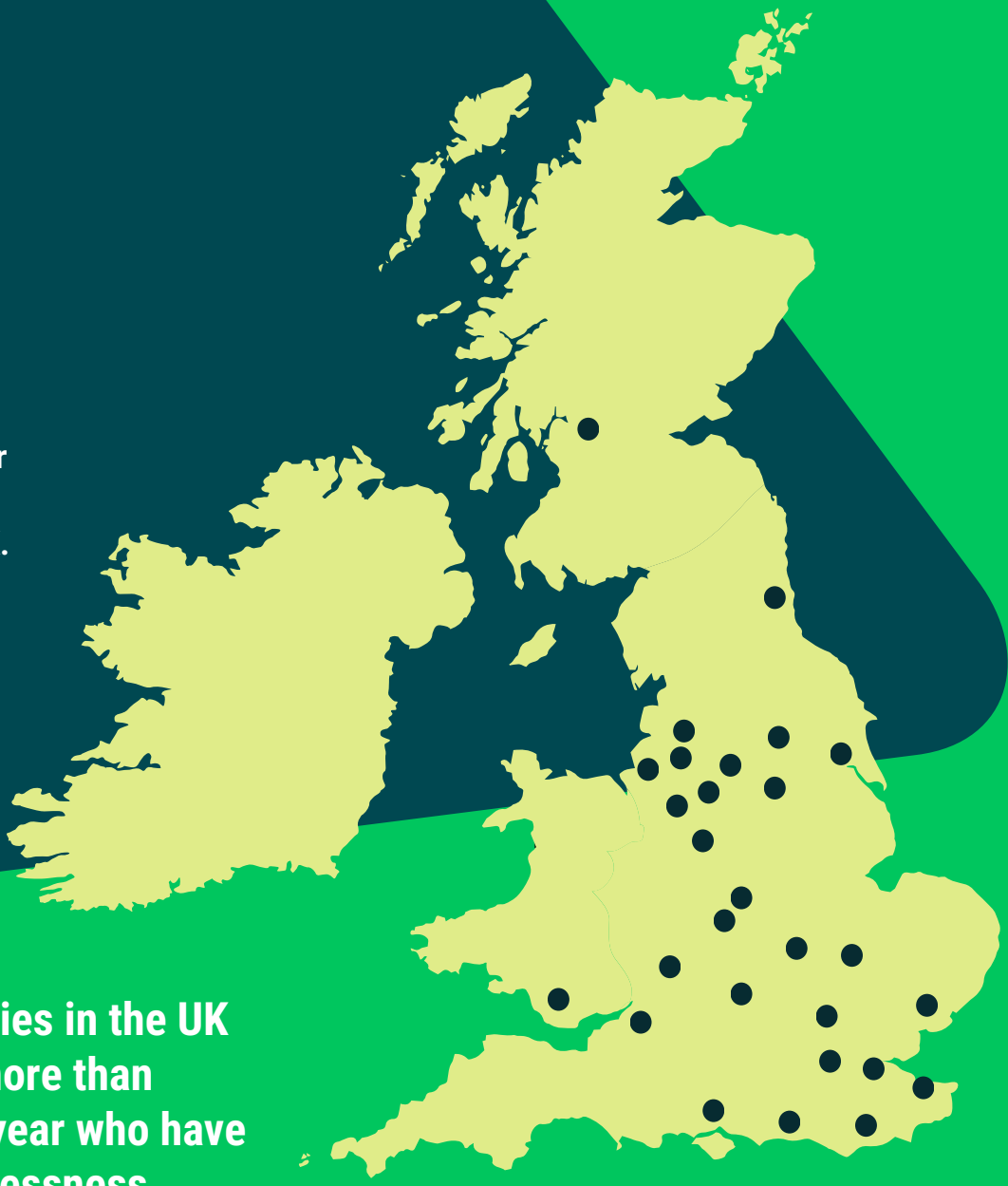
"Before I came here, I was homeless for about three or four years. I couldn't see a way out.

One thing that's really helped me is the routine. Some days I'm helping serve customers in the charity shop and other days I can be out on the van collecting and delivering furniture. Keeping busy helps me mentally.

I've come a long way since I first arrived. Now I feel much calmer and more settled. I've got a vision for my future now. I want to become fully qualified and eventually have my own business one day."

EMMAUS IN THE UK

We are a part of a wider network of Emmaus charities across the UK.



Emmaus communities in the UK together support more than 1000 people each year who have experienced homelessness.

Emmaus (pronounced em-may-us) is a movement of charities that empowers people to overcome homelessness.

Each community is different - some are large and some are smaller. The people we support are known as companions.



Across the UK, Emmaus communities and social enterprises are a vital part of their local areas. Our charity shops are a place to find affordable furniture, household items and more. We give new life to pre-loved items – reducing waste and promoting reuse.

We are also part of the global Emmaus movement for social change – Emmaus International - operating in more than 40 countries across the world.

Bring your retail skills to a shop with a social purpose.

ROLE OVERVIEW



Our Furniture Charity Shop on Red Lane in Coventry helps generate the income that enables Emmaus Coventry & Warwickshire to support people rebuilding their lives after homelessness. It also offers the people we support (known as 'companions') practical work experience, helping them develop skills, confidence and independence.

As Shop Supervisor, you will take responsibility for the day-to-day running of the shop. From welcoming customers and pricing donated furniture to organising displays, operating the tills and coordinating collections, you will keep a busy retail operation moving and help the team achieve its sales targets.

You will have considerable autonomy to organise the working day, make practical decisions and spot ways to improve sales and the customer experience. You will also oversee eBay activity, maintain records in MicroMarket and prepare reports, including Gift Aid reporting.

People are central to this role. You will usually work with two to four companions undertaking work experience and one or two volunteers each day. You will allocate tasks, show people how to work safely, give constructive feedback and help them build confidence. When a companion needs additional support, you will talk with them and liaise with our support staff, who provide that support.

You will also coordinate the daily routines of the Emmaus drivers with the Operations Manager, helping shop deliveries and collections run smoothly. This role does not include support-worker responsibilities.

We are looking for someone with retail supervisory experience and experience supporting vulnerable adults. You will bring commercial judgement, patience and a practical approach, and be comfortable taking part in the physical work of a furniture shop.

APPLICANT PACK

SHOP SUPERVISOR

JOB DESCRIPTION

Location: Furniture Charity Shop, 70 Red Lane, Coventry CV6 5EQ

Reporting to: Operations Manager

Purpose of the role

To run an effective, welcoming and commercially successful charity shop, generating income for Emmaus Coventry & Warwickshire while providing safe, positive work experience for our companions. To coordinate daily shop activity and maintain high standards of customer service, organisation and safety.

Principal responsibilities and duties

Shop operations and income

- Organise the shop's daily activity, including opening and closing, task allocation, customer service, till operation and cashing up, following agreed procedures.
- Work towards agreed sales targets, monitor performance and identify practical ways to increase income, making day-to-day decisions within agreed policies and referring wider decisions to the Operations Manager.
- Oversee incoming donations, assess stock for sale, price items appropriately and maintain attractive displays and a tidy, accessible sales floor.
- Keep stock moving effectively between the shop and warehouse, coordinating with the warehouse supervisor and liaising with the Operations Manager about delivery and collection requirements.
- Handle customer and donor enquiries and resolve routine problems professionally. Build relationships with donors, businesses and other partners to encourage donations and sales.
- Promote sales through eBay and other agreed marketing activity. Oversee listings, customer enquiries and order fulfilment.
- Use MicroMarket CRM to maintain accurate records, prepare Gift Aid reports and provide timely sales and operational information to the Operations Manager. Follow agreed cash-handling, Gift Aid and information-handling procedures.

Companion work experience and volunteers

- Plan and allocate suitable daily tasks for the companions who are undertaking work experience in the shop, taking account of their skills, confidence and agreed needs.

JOB DESCRIPTION CONTINUED

- Induct companions into shop tasks and provide practical training and constructive feedback, helping them develop retail skills, safe working habits and confidence.
- Welcome, induct and guide any volunteers, ensuring they understand their tasks and work safely alongside companions and staff.
- Build respectful working relationships with companions, using a patient, consistent and non-judgemental approach.
- If a companion is struggling with attendance, a task or a situation at work, speak with them sensitively and liaise with support staff so that appropriate support can be provided.
- Share relevant observations and feedback with support staff, respecting confidentiality and professional boundaries. Raise safeguarding concerns promptly through Emmaus procedures.

Warehouse and driver coordination

- Provide day-to-day operational supervision of the warehouse supervisor, setting clear priorities and communicating changes. Refer staffing and line management matters to the Operations Manager.
- Coordinate the daily routines of the Emmaus drivers with the Operations Manager to support shop deliveries and collections. The Operations Manager is responsible for line managing and supervising the drivers.
- Report any issues relating to van operations that come to your attention to the Operations Manager.
- Help maximise reuse and recycling of donated items, following agreed procedures for assessing, sorting and handling stock.

Health and safety and working standards

- Supervise safe working across shop activity, including manual handling, moving furniture, clear access routes and the safe handling and storage of stock.
- Check that companions, volunteers and staff understand relevant safety procedures; report hazards, incidents and concerns and follow up agreed actions.
- Take part in lifting and moving furniture and other bulky items, using safe techniques, appropriate equipment and team assistance.
- Follow agreed retail procedures and Emmaus policies on safeguarding, equality, confidentiality and health and safety, and undertake relevant training.

Other information about the role

- This hands-on role is based solely at the Furniture Charity shop on Red Lane.
- Balance sales priorities with patient, practical guidance for people with different abilities and levels of confidence.
- Take an active part in team meetings, handovers and supervision, and undertake other reasonable duties consistent with the role.

PERSON SPECIFICATION

You will need both retail supervisory experience and experience supporting vulnerable adults.
Please give clear examples of how you meet the essential criteria in your application.

Experience, skills, knowledge and attributes	Essential	Desirable
Experience supervising day-to-day retail activity, allocating tasks and maintaining good customer service.	✓	
Experience supporting vulnerable adults, adapting your communication and approach to different needs.	✓	
Practical experience of till operation, cash handling, stock pricing and merchandising, with an understanding of sales targets and income generation.	✓	
Ability to organise a busy working day, coordinate people and competing tasks, and make sound decisions with considerable autonomy.	✓	
Clear communication and the ability to explain tasks, provide practical training and give constructive feedback.	✓	
A patient, empathetic and non-judgemental approach, with the confidence to handle difficulties calmly and maintain professional boundaries.	✓	
Understanding of safeguarding, confidentiality and equality, and when to involve support staff or escalate a concern.	✓	
Confidence using digital systems to maintain accurate records and produce reports, and willingness to learn MicroMarket, eBay and Gift Aid processes.	✓	
Ability to carry out the physical requirements of the role, including lifting and moving furniture and bulky items safely with appropriate equipment, team assistance and reasonable adjustments where needed.	✓	

PERSON SPECIFICATION CONTINUED

Experience, skills, knowledge and attributes	Essential	Desirable
Commitment to safe working and to Emmaus's aim of helping people rebuild their lives after homelessness through community, support and work experience.	✓	
Experience managing a shop, particularly in charity retail, furniture or reuse.		✓
Experience guiding volunteers or providing work experience for adults with differing support needs.		✓
Experience of MicroMarket, Gift Aid reporting, eBay or other online selling platforms.		✓
Experience coordinating shop deliveries and collections, and awareness of homelessness and social enterprise.		✓



TERMS OF EMPLOYMENT

Starting salary:	From £25,000
Hours of work:	37.5 hours per week. 5 working days a week which could include a Saturday
Contract:	Permanent
Probation period:	6 months
Pension:	Auto enrolment
Place of work:	Furniture Charity Shop, 70 Red Lane, Coventry CV6 5EQ
Training & Development:	Ongoing training and development
Reporting to:	Operations Manager
Annual Leave:	25 days + Bank Holidays and your birthday off
Employee Assistance:	24/7 employee assistance scheme is available

Practical requirements
This role involves regular physical activity, including lifting and moving furniture and bulky items safely, using appropriate equipment and team assistance.

This role is subject to a Disclosure & Barring Service (DBS) check.

PAUL

FORMER COMPANION

"For me, Emmaus is a transition towards being fully independent again. If you know you're going to be homeless or if you are homeless, then this is ideal. Emmaus is a safe place where you can rebuild your self-esteem and restart your life."



APPLICATION PROCESS

To apply for the role, please complete our application form and email it to admin.coventry@emmaus.org.uk by midnight on Thursday 26 November 2026



Please ensure you refer to the job description and person specification in this pack when completing your application form.

Shortlisted applicants will be invited to an interview in person. Interview arrangements will be advised in due course.

Emmaus Coventry & Warwickshire provides equal opportunity for all job applicants and is committed to providing a work environment free of discrimination. We are dedicated to an inclusive culture, and we strive to create a workplace where teams of people with diverse backgrounds, characteristics, perspectives, ideas and experiences work together.

We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status or parental responsibilities.

To ensure fairness and consistency to select the best candidate for our roles, all applications are anonymised up until an interview has been confirmed so that shortlisting is based solely upon the suitability of the candidate's experience.

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

EMMAUS
Coventry & Warwickshire

Emmaus Coventry & Warwickshire
The Old Vicarage, Brinklow Road, Binley,
Coventry, CV3 2DT
t: 024 7665 1094
e: admin.coventry@emmaus.org.uk

EMMAUS.ORG.UK/COVENTRY-WARWICKSHIRE