



**emmaus**

**Dover**

working together to end homelessness

# **Recruitment Pack**

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> Logistics Officer



# Contents

Thank you for your interest in the role of Logistics Manager at Emmaus Dover

This pack provides you with useful information about our organisation, the job vacancy 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/dover](http://emmaus.org.uk/dover) 

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# Emmaus overview

Emmaus Dover is a unique charity that offers a home, work opportunities and individual support to people who have experienced homelessness and social exclusion. We don't just give people a bed for the night; we offer a home, stability, companionship, work, personal development and a sense of belonging.

At the heart of Emmaus Dover are our companions. Companion is the name given to those who live in an Emmaus community and carry out roles in the social enterprise, where they support themselves and one another. Living in a stable environment with the work opportunities and individually tailored support helps our companions to regain lost self-esteem and the confidence needed to get back on their feet.

The majority of our charity's income is generated by our social enterprises, which include our charity shop, cafe and garden centre at Archcliffe Fort on Archcliffe Road, Dover. Companions help in every area of our social enterprises, directly contributing to our charity whilst gaining skills and valuable work experience.

Since opening in 1995, Emmaus Dover has steadily grown and we now have the capacity to support 27 companions at any one time. As well as companions, we have a dedicated staff team and a mix of skilled local volunteers who support our work. Emmaus Dover as a family or extended family is a feeling shared between many of our companions, former companions, volunteers and staff. We are a community within the Dover community, working together and supporting one another to achieve individual and collective positive outcomes.

Working at Emmaus Dover can be demanding at times but it is also very rewarding, especially seeing people overcome challenges and achieve their goals. No two days are the same at Emmaus and you can be sure of a diverse mix of people to keep every day interesting. In addition to work within our charity, there is also the opportunity to volunteer alongside other community members in solidarity activities to support individuals and groups in greater need.

# How Emmaus works

Emmaus 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.



## **Work experience in a social enterprise**

The people supported by Emmaus spend time developing skills in our social enterprises and community. For many, this provides 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 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 given me my dignity back. It's given me an ever-changing family; I love the camaraderie and the banter – we all get on. I would be dead if it weren't for Emmaus, I would have been found with a load of bottles next to me and that would have been it. I would be just another statistic. Emmaus has saved my life.

Paul, companion at Emmaus Dover

## **Our mission**

To work together to overcome homelessness and social exclusion while using our voice to achieve social change.

## **Our values**

# Respect

Value and respect every person, opposing injustice

# Sharing

Be transparent and honest in all our dealings

# Openness

Demonstrate solidarity and support for those in need

# Solidarity

Create an environment of empowerment

# Welcoming

Share and exchange resources, skills and learning



# Logistics Officer Role overview

The Logistics Officer will support our Shop Manager to ensure our community and enterprises operate to their full potential, making sure they run efficiently and effectively.

The role involves sorting all donations, stocking the retail outlets, ensuring all PAT testing of electrical equipment is completed by qualified persons.

The role requires working alongside companions, to keep our workshop, warehouse and vehicles running smoothly.

The delivery of collection services and the operation of our furniture shop, cafe and garden centre are important income generating parts of the charity.

# Logistics Officer

## Job description

<b>Location:</b>	Emmaus Dover
<b>Accountable to:</b>	Shop Manager
<b>Responsible for:</b>	Companions & Volunteers

### Overall purpose of the job

- Responsible to the Shop Manager for sorting all donations, stocking the retail outlets, ensuring all PAT testing of electrical equipment is completed by qualified persons.

## Duties & responsibilities

- Arrange and oversee roles carried out in the areas of responsibility of companions and volunteers.
- Support companions and volunteers in their roles in the community with clear guidelines and expectations for the safe delivery of tasks.
- Ensure that all the workshop, warehouse and vehicles are fit for purpose and comply with health and safety legislation.
- Responsible for training in all areas of health and safety in relation to the warehouse, workshop and logistic areas of Emmaus Dover.
- Oversee electrical donations and review all PAT test results including community equipment to provide safe products for customers and companions in compliance with electrical regulations.
- Responsible for the servicing, MOT and taxing of the community vehicles and justify when changes should be made.
- Oversee the van collections and deliveries system.

### General

- Keeping the warehouse and workshop are in good condition and support in the community areas where required
- Ensuring regular health and safety checks are carried out and that companions and staff are adhering to all health and safety policies and procedures.
- Routine testing of fire alarms and emergency procedures in designated areas

# Duties & responsibilities continued

## General

- Keeping the warehouse, workshop and PAT test working areas clean, safe and tidy at all times.
- Oversee any contractual obligations and ensure any service level agreements for contracts for the fleet of vehicles are adhered to.
- Organise the warehouse in a well signed and clear way with aisles and appropriate storage.
- Recycling, scrapping and disposing of waste in line with community procedures.
- Oversee basic weekly fleet management i.e. tyre pressure, fluid checks, lighting checks and other routine safety checks.
- Driving of community vans and car when the need requires
- Carry out viewing of larger donations and house clearances and agree collection of stock, prior to agreed date and times.

## Other

- Ensure all administration and record-keeping is kept up-to-date.
- Liaise with the Community Manager over companions' skills and training needs using a skills matrix to determine required training.
- Undertake other driving duties as required.

**Emmaus works with vulnerable people. Staff, volunteers and trustees must observe professional boundaries while performing their role.**

## The post holder

- Must always act in a way which will maintain the good reputation of Emmaus Dover, upholding the policies and procedures of Emmaus.
- 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.
- Carry out the job responsibilities in an environmentally-aware manner with the aim to ensure all resources are utilised effectively and efficiently.
- Apply sound 'value for money' principles in undertaking purchasing or supply of goods and services.
- Support PR events and solidarity initiatives.
- Perform any other tasks/duties deemed necessary by the Community Manager
- Be on the on-call rota and carry out weekend work as required.
- Maintain an up-to-date driving licence, enhanced DBS check and advise of any medication that may restrict them from carrying out their full duties.





# Logistics Officer

## Terms of employment

<b>Salary:</b>	£25,000
<b>Hours of work:</b>	37.5 hours per week
<b>Contract:</b>	Permanent
<b>Pension:</b>	An auto-enrolment pension arrangement is in place
<b>Holidays:</b>	26 days per year plus Bank holidays pro rata
<b>Training and development:</b>	Individually tailored induction, training and development
<b>Employee Assistance:</b>	24/7 employee assistance scheme is available
<b>Probation:</b>	6 months probationary period



# Logistics Officer

## Application process

Please read and complete the job application form and return via email to Mrs. Debbie Stevenson at [ceodover@emmaus.org.uk](mailto:ceodover@emmaus.org.uk)  
Alternatively, please send by post to:  
Mrs D Stevenson, Archcliffe Fort, Archcliffe Road, Dover CT17 9EL.

Please note, the role will involve contact with vulnerable people and will therefore be subject to a Disclosure & Barring Service check.

We ask that you complete and return the declaration of criminal records form and the equal opportunities form with your application.

**The closing date for application is the 31st August 2024.**

For an informal and confidential conversation about the role please contact Debbie Stevenson on 01304 809923