


APPLICANT PACK

# Logistics and Warehouse Supervisor

EMMAUS Dover



# THANK YOU

**for your interest in the role of Logistics and Warehouse Supervisor at Emmaus Dover.**

**This pack includes information about our organisation, the job role, and the application process.**

Please take the time to read this pack and our website to learn more about our charity, communities, and social enterprises.

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

# HOW EMMAUS WORKS

## Our communities offer:

**A stable home and a base to progress**
Within Emmaus communities, everyone is provided with a furnished bedroom. It's a stable home from which people can build their confidence, skills and plans for the future. We ensure that all bills are covered, home essentials provided and fresh meals prepared each day. Each community includes shared living and dining areas where individuals can relax and socialise together

**A chance to gain skills and work experience**
We offer the people we support opportunities to gain work experience within our social enterprises and communities. Many people find that participating in meaningful work brings focus, purpose and a sense of routine to their day. The opportunity to contribute to their community and become an active part of society plays an important role in restoring people's self-esteem.

**A sense of belonging and community**
Each Emmaus community is a supportive and welcoming environment where people can rediscover companionship and a sense of belonging. Our communities are places where each individual is given space and supported to rebuild, develop and thrive in their lives. We foster the sharing of life experiences and encourage peer support, helping everyone to grow together.

# Tony

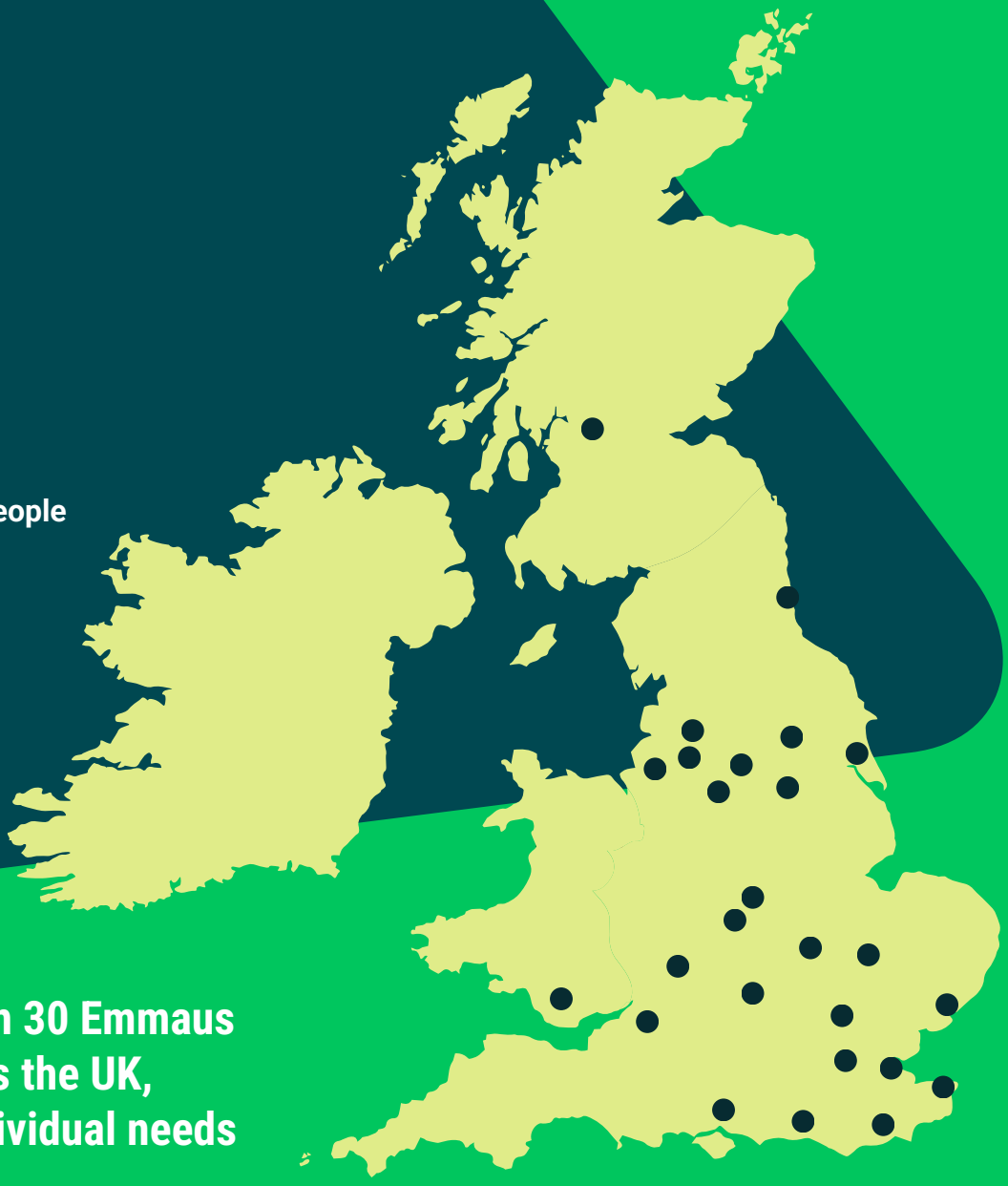
Companion at Emmaus Dover

> "Emmaus has got me on the straight and narrow, and I've now got a purpose in life."



# EMMAUS OVERVIEW

**Emmaus is a secular organisation supporting people affected by homelessness and social exclusion.**



## There are more than 30 Emmaus communities across the UK, each tailored to individual needs

Emmaus communities across the UK provide a home, tailored support and meaningful work to more than 850 people, known within Emmaus as companions. In addition to existing Emmaus communities, there are three emerging groups working to establish new communities.

Emmaus is different to many homelessness charities and support services as we go beyond just offering a bed for the night; we provide longer-term support, stability, opportunities for personal development, and a strong sense of community.

Social enterprise is central to the Emmaus model as it provides work opportunities for companions, but also generates a large proportion of the funding needed to maintain communities. Having something to do every day provides structure and a sense of purpose to Emmaus companions.

Our social enterprises play a huge part in helping to restore the self-esteem that many people lose when they are homeless, and enables them to make the most of their existing skills, while learning new ones.

Solidarity, helping others less fortunate than yourself, is central to the Emmaus way of life. Everyone at Emmaus, including companions, staff, trustees and volunteers, is encouraged to carry out acts of solidarity to support people who need it most.

For companions in particular, solidarity has a huge impact on their confidence and self-worth, showing them that they can make a difference to someone else's life and add value to the lives of people around them.

# OUR MOVEMENT

**The first Emmaus in the UK opened in 1991. There are now 29 Emmaus communities in the UK with more than 850 companions living in communities stretching from Glasgow to Dover and Norfolk to South Wales.**

No two Emmaus communities are the same – each has its own individual personality, providing a set of services that meet the needs of its local area.

Emmaus in the UK is now well established, but we are also part of a much wider and diverse global movement. 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 the eastern suburbs of Paris, many more communities opened in France and across Europe, 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.

Today, the Emmaus movement includes more than 420 Emmaus groups, located in over 40 countries. Across four continents – Africa, Asia, Europe and the Americas – Emmaus groups work to help the most excluded and tackle the causes of poverty.

All Emmaus groups have the same values while operating in very diverse social, economic and political contexts. Ever since the Emmaus movement began, 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.



**Find out more about how the Emmaus movement has grown to serve and campaign for people and communities in need.**
**emmaus-international.org/en/**

# ROLE OVERVIEW




To oversee all logistical and warehouse functions within the Emmaus Dover Community. This includes sorting and allocating donations, maintaining safe, compliant storage environments, ensuring PAT testing is completed on electrical items, and managing the operational readiness of the vehicle fleet.

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# JOB DESCRIPTION

**Location:** Onsite

**Reporting to:** Social Enterprise Manager

## Purpose of the role

To oversee all logistical and warehouse functions within the Emmaus Dover Community. This includes sorting and allocating donations, maintaining safe, compliant storage environments, ensuring PAT testing is completed on electrical items, and managing the operational readiness of the vehicle fleet.

## Principal responsibilities and duties

- Lead and coordinate the work of companions and volunteers, ensuring all warehouse, workshop, and storage areas are clean, organised, and clearly defined.
- Ensure all operational activities are performed safely, providing clear guidance and maintaining full compliance with Health & Safety requirements.
- Oversee electrical donations and arrange PAT testing by qualified personnel in line with regulatory standards.
- Price donated goods appropriately using reference materials, escalating decisions to the Social Enterprise Manager as required.
- Manage the collection and delivery scheduling system, agreeing on any exceptions or constraints with management.
- Maintain all warehouse and workshop facilities to ensure they are fit for purpose, safe, and compliant with legislation.
- Deliver and coordinate Health & Safety training across logistics and warehouse functions.
- Manage servicing, MOT, taxation, and routine checks of the organisation's vehicle fleet, providing recommendations for replacements or upgrades.
- Maintain accurate administrative records and support training needs assessments through the skills matrix process.
- Drive community vehicles as needed and support weekend and on-call duties.
- Always uphold professional boundaries, promoting the values and reputation of Emmaus Dover.
- Support PR, community events, and solidarity initiatives as required.
- Deputise for the Social Enterprise Manager when needed.

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# JOB DESCRIPTION

## General responsibilities

- Ensuring regular Health & Safety checks are carried out and that Companions and staff are adhering to all Health & Safety policies and procedures.
- Keeping the warehouse, workshop, and PAT test working areas clean, safe and tidy always.
- Oversee any contractual obligations and ensure any SLA's 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 cars when the need requires
- Carry out viewing of larger donations and "cherry picks" and agree on the collection of stock, before the agreed date and times.

**Other duties**

- 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.
- Deputise for the Social Enterprise Manager when required.

**General**

Emmaus works with vulnerable people. Staff, volunteers, and trustees must observe proper demarcation and professional boundaries in their roles.

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.
- 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.
- Will carry out the job responsibilities in an environmentally aware manner to ensure all resources are utilised effectively and efficiently.
- Will apply sound 'value for money' principles in undertaking the purchasing or supply of goods and services.
- Will support PR events and solidarity initiatives.
- Will perform any other tasks/duties deemed necessary by the Community Manager
- Will be on the on-call rota and carry out weekend work as required.
- Will 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.

# TERMS OF EMPLOYMENT

| | |
|---|---|
| **Starting salary:** | £25,500 with another £500 on completion of probation |
| **Hours of work:** | 37.5 hours per week with some call-out/out-of-hours/weekend work |
| **Contract:** | Permanent |
| **Probation period:** | 6 months |
| **Pension:** | Stakeholder pension with 6% employer contribution |
| **Holidays:** | 25 days + bank holidays |
| **Training and development:** | Ongoing training and development |
| **Volunteering:** | 2 days allowance each year |
| **Employee Assistance:** | 24/7 employee assistance scheme is available |

## Gerry

Social Enterprise Manager

> The most enjoyable part of working at Emmaus Dover is seeing Companions ready to make the step back into society and succeed



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# APPLICATION PROCESS

**To apply for the role, please send your CV to retaildover@emmaus.org.uk or drop it into the shop by 11 November 2026.**



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

## Closing date: 11 November 2026. Interview dates to be confirmed.

Emmaus UK 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 in selecting the best candidate for our roles, all applications are anonymised 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 retaildover@emmaus.org.uk.**

# EMMAUS Dover

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**EMMAUS.ORG.UK/DOVER**