

Retail Manager

Glasgow

Application Pack

March/ April 2021

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March 2021

Dear Applicant

On behalf of the Board of Trustees of Emmaus Glasgow, may I thank you for your interest in this position in our Community.

As you may know, Emmaus communities operate a unique model to support formerly homeless people, known as Companions. We provide them with a home, care, training and mentoring, support for as long as they need it, and meaningful work in our social enterprises, which are based around the recycling and sale of unwanted goods donated by members of the public. A useful brief video about us:

<https://www.facebook.com/watch/?v=378664810062266>

We are now seeking a suitable candidate to fill a vacancy for the important position of Retail Manager. Given the growth of the community, the ambitious programme of projects in our Strategic Plan, and the need to consider new directions and initiatives, the Board is looking for a dynamic team member. The successful appointee will report to the Business Manager and motivate the whole community, deliver our strategic objectives, and work with other stakeholders to address homelessness issues.

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

If you feel this opportunity is for you, I do hope you follow up your interest by applying for this important and exciting position. We look forward to hearing from you.

Best regards

Richard Allwood

**Community Director**

**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 750 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 37 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 Heath £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 Glasgow**

The current team is comprised of Director, Community Leader (Registered Support Manager), two Community Support Workers (residential), Shop Manager (currently vacant), a Bookkeeper and a Community Administrator.

Emmaus Glasgow is an established charitable company in the West of Scotland that provides accommodation to people who have experienced homelessness as well as recycling services centred around retail shopping units.

**Mission Statement**

*“To enable socially excluded people to regain control of their lives, discover a sense of purpose and to help those in greater need, establish and maintain a self-supporting Community.”*

**Values**

* Value every person equally
* Be transparent and honest in all our dealings.
* Oppose injustice in all its forms.
* Enable everyone at all levels to participate actively in our work.
* Share and exchange resources, skills and learning.
* Respect and protect diversity and vulnerability.
* Cherish independence, but support and foster interdependence.
* Based in a purpose-built building in the north of the city (Hamiltonhill). Emmaus Glasgow offers a different concept in services for homeless community.

Emmaus Glasgow

Retail Manager

Job Description

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| **Location:** | 572-580 Dumbarton Road (2 interconnected shops plus 1 adjacent small shop) |
| **Accountable to:** | Business Manager |
| **Responsible for:** | Companions and Volunteers as appropriate |
| **Working hours:** | Flexible: 5 days/37.5 hours pw, currently covering Monday to Saturday 8.30am – 4.30pm (Shop opening hours 9-4), Usually one day off in the week. |

**Overall Purpose of the Job**

Responsible for the supervision, training, and co-ordination in the retail operations of Emmaus Glasgow, in order to develop Companions’ and Volunteers’ skills to enhance their personal and work-related growth, achieve maximum profit for the Community and contribute to the development and sustainability of the Community as a whole.

**Main Responsibilities**

* In consultation with the Director, Business Manager and Community Leader, train, supervise and co-ordinate the management of Companions and Volunteers in their work within the retail operation including storage, collections, sales and deliveries.
* To work under the direction of the Business Manager to maximise shop income and achieve agreed performance targets.
* In consultation with the Business Manager implement, manage and improve operational retail procedures designed to support the commercial development of Emmaus Glasgow.
* In co-ordination with Business Manager support House Clearances & online business such as eBay.
* Develop and foster a team environment based on respect and mutual support to achieve the team goals and to lead and teach teamwork by example.
* Ensure operations comply with the law and are administered safely and effectively at all times.

**Main Duties**

**Retail Operations:**

* Ensure that all retail operations are appropriately always staffed and provide cover for deliveries and clearances when necessary.
* Ensure procedures are in place and implemented for sorting, pricing and display of stock to maximise sales and monitor their continued application.
* Manage stock levels; make key decisions regarding stock control, and in co-ordination with the Business Manager select appropriate stock for auction, online sales and organise regular disposal of unsaleable items and ensure timely delivery/collections of items.
* Responsible for the customer experience and ensuring that high standards of customer care, quality and health and safety are always met.
* Ensure that all statutory responsibilities are met, including Trading Standards, Fire, Health and Safety and other regulations which relate to the retail of certain goods.
* Extend Gift Aid coverage and seek other similar opportunities.
* Champion the use of I.T. systems for sales, the organisation of collections/ deliveries and to ensure Gift Aid is applied where applicable.
* Ensure that waste management and recycling systems are adhered to which comply with legislation and meet best practice standards.
* Be a visible presence in the retail environment ensuring continuous improvement of Emmaus Glasgow retail areas.

**Companion and Volunteer Management and Development:**

* Provide training to Companions and Volunteers in relation to retail activities with emphasis on H&S, visual display and gift aid.
* Develop Companions’ and Volunteers’ skills to enhance their personal and work-related growth both for their own benefit and that of the Community.
* Encourage and motivate Companions in their work.
* Refer any Companion Development issues to the Support Team as appropriate.
* Co-ordinate the recruitment, induction, training and deployment of Volunteers in the retail areas and provide appropriate training.
* Provide input to the Community Leader for the maintenance of the companion rota and produce and distribute a volunteer rota.

**Business Development:**

* Analyse and report on progress in the retail areas.
* Work alongside the Director & Business Manager to suggest and initiate change and projects designed to improve and enhance the business.
* Ensure that Emmaus Glasgow retail operations are always attractive in relation to other developments in the marketplace.
* Support the Director & Business Manager with the marketing and PR of the business enterprises.

**Finance and Administration:**

* Responsible for till and petty cash reconciliation in retail areas.
* Ensure the policies and procedures for the handling and security of all monies and stock are always adhered to and the correct monitoring procedures are in place.
* Ensure all items that can be Gift Aided are recorded and processed correctly.
* Ensure that takings are banked in line with Emmaus Glasgow procedures.
* Responsible for the implementation and enhancement of the relevant policies and procedures.

**Other Duties**

* Prepare reports and attend meetings and committees as required.
* Perform any other tasks or duties deemed necessary by the Director and Business Manager as appropriate.

**General**

Emmaus Glasgow currently runs its business operations six days a week, Monday to Saturday. Days and hours of work will be agreed with the Business Manager as is appropriate with the role and responsibilities. A degree of flexibility is essential.

Emmaus works with vulnerable people. 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 Glasgow are subject to enhanced Disclosure Scotland checks.

It is anticipated that the successful applicant will contribute significantly to the commercial development of Emmaus Glasgow. There are a number of aspects currently being evaluated and the role is likely to grow in relation to a) the number of retail outlets (either pop up or new premises b) the supply opportunities c) the number of partners with whom we are working.

The post holder must always act in a way which will maintain the good reputation of Emmaus Glasgow, upholding the policies and procedures of Emmaus. The post holder 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.

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

We expect the job holder to carry out their job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. The job holder will be expected to apply sound ‘value for money’ principles in undertaking purchasing or supply of goods and services.

In Emmaus, Volunteers are an important resource and make a vital contribution to Emmaus’s aim to take action to help disadvantaged people. The job holder will be expected to encourage, develop and support Volunteer involvement in our work.

Retail Manager

Person Specification

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| --- | --- |
| **Essential** | **Desirable** |
| **Education:**   * Good level of education with competency in English and Maths | **Education:**   * Other related professional education/training * Health and Safety – Basic qualification * Qualified Trainer |
| **Skills:**   * Effective time management, communication and organisational skills * Customer service skills * Analytical and problem solving skills * Effective IT skills including Microsoft Word and Excel, and internet and email | **Skills:**   * Negotiator * Conflict resolution * Managing challenging behaviour * Ability to identify new opportunities and generate new ideas * Marketing experience |
| **Experience:**   * Coaching, team building and supervision * Implementing systems and processes * Proven experience in retail, meeting agreed sales objectives/targets * Proven experience of working constructively in multi-disciplinary teams in both support and leadership roles | **Experience:**   * Voluntary/Charity sector experience * Stock control and logistics management * Gift Aid procedures * Recycling and second hand retail * Management of multiple sites * Volunteer supervision * Working with vulnerable adults in a supportive role |
| **Knowledge:**   * Understanding commercial aspects of retailing – relationship between costs, turnover and profit * Issues surrounding confidentiality and data protection * Keen interest in visual display technics and space/sales use. | **Knowledge:**   * Knowledge and understanding of issues surrounding homelessness * Organisational audits * Retail and trading law * Health and Safety: Fire safety, COSHH, manual handling, risk assessment, first aid, food hygiene * Professional boundaries * Understanding of the rights and responsibilities of vulnerable adults |
| **Other:**   * Accepting and promoting the values and ethos of Emmaus * Commitment to work with companions and the community to achieve their shared aims * Ability to work on own initiative * Flexible attitude to work, able to attend weekend and evening meetings * Ability to stay calm under pressure * Enhanced Criminal Records PVG check * Awareness and understanding of Equal Opportunities. | * Driving licence |

Job Title:

Retail Manager.

Salary Circa £22,000 PA.

37 and half hours per week and 26 days Annual Leave.

General Hours: 5 days Monday to Saturday 08.30-16.30 (day), usually taking a day off in the week and occasional work outside these hours may be required dependent upon the service needs.

Please email your completed application form to:

[richardallwood@emmausglasgow.org.uk](mailto:richardallwood@emmausglasgow.org.uk)

Closing date for applications will be Monday 12th April 12midday.

Interview/assessment for those shortlisted will be held on the week beginning Friday 23rd/30th April, tbc. It is anticipated that this will be done via Zoom due to Covid 19.

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 PVG check.

Safeguarding and Right to Work in the UK

The role will involve working with companions and in the community, so the role will need to have a Disclosure from Protecting Vulnerable Groups Scotland (PVG) check carried out. This is to check the criminal records and that the person is not barred from working with ‘adults at risk’.

**How we store and use your personal information**

Your Application Form 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 application will be passed onto other members of the panel. But before it is passed on the 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 ‘blind’, so that the recruitment process is fair and equitable and we are encouraging a diverse workforce.

**Emmaus Glasgow**

**Declaration of Criminal Records Form**

The post you have applied for is excepted from the Rehabilitation of Offenders Act 1974, which means that all convictions (spent or unspent), cautions, reprimands and final warnings on your criminal record need to be disclosed.

Please complete this form and return it in a sealed envelope along with your application.

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| **Job applied for: Retail Manager** | **Location: Glasgow** |

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| **Title:** | **First name** | **Surname:** |

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| **Have you ever been convicted by the courts or cautioned, reprimanded or given a final warning by the police?** | **Yes\*/No** |
| \*If yes, provide details of offences, penalties and dates below: | |

If you have declared a criminal record and we believe this will have a bearing on the requirements of the post we will discuss the matter with you at interview. If you require any further information or have any concerns about filling in this form please contact us.Please note that Emmaus takes its responsibilities under the Disclosure & Barring Service very seriously and takes every step possible to ensure confidentiality. Further information on disclosures and barring can be found on the [DBS website](https://www.gov.uk/government/organisations/disclosure-and-barring-service).

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| **Declaration:** |
| I confirm that the information contained in this application form is accurate and correct.  Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Thank you for completing this form. Please forward this together with your completed application form**