

Online Sales Supervisor

Glasgow

Application Pack

September 2021

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Sept 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 Online Sales Supervisor to enable us to sell items online through the various platforms. The successful appointee will report to the Community Director and motivate the whole community, working closely with our Companions, volunteers, support team and retail units, identifying ways to make money utilising online shops, websites (eBay, selling volume DVD’s, books etc), Apps, and various platforms.

If you would like to arrange an informal discussion about the role, please email [richardallwood@emmausglasgow.org.uk](mailto:richardallwood@emmausglasgow.org.uk).

We will also offer the chance to find out about what we do by having an informal open day at our main base, office and one of our shops at 101 Ellesmere Street. Glasgow. G22 5QT on Friday 1st October and Monday 11th October between 9am and 4pm. Come and see what we do, how we do things and meet some staff and companions. Just turn up.

Closing date for applications Monday 18th October 12 midday. Interviews week beginning 25th October.

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 850 companions living at 28 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, except for 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, Operations & Development Worker 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.

**Online Sales Supervisor Job Description**

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| --- | --- |
| Job title: | Online Sales Supervisor, Emmaus Glasgow |
| Reports to: | Community Director |
| Location: | Glasgow |
| Reviewed | September 2021 |

This post is initially subject to a 12-month fixed term temporary contract, to be reviewed upon successful completion.



The post-holder will supervise the sales of donated items through online retail outlets, providing leadership and support where needed to Companions (our residents) and volunteers. The role is accountable for the profit of a mixed portfolio of online sales outlets.

You will maintain and improve existing procedures to deliver high customer service standards and contribute to the future development of online sales.

To work closely with the Community Director, Community Leader, other staff members, Companions and Volunteers to ensure the wellbeing, safe and efficient running and maintenance of the Emmaus Community in Glasgow in line with its ethos and values



**Leadership**

* Support Companions day to day delivery of online sales.
* Support and motivate Companions in the delivery of online sales.
* Work in partnership with retail & support teams.

**General**

• Maximise online sales retail outlet for Emmaus Glasgow.

• Achieve sales targets set by the Director, maximising profit from donated items.

• Ensure high levels of customer satisfaction

• Ensure companions receive good quality training, support and work experience in your area.

* To maximise income from the retail operations, including direct sales, on-line sales and Gift Aid.

**Main Duties**

* Maximise online sales profits by setting and maintaining high standards of merchandising, stock control and customer care whilst containing operating costs.
* Contribute to the development of procedures and systems to give clear operating guidelines to companions and volunteers and provide a good overview of the online sales project.
* Ensure all orders are dealt with to the customer’s satisfaction.
* Work closely with retail staff & volunteers, getting stock to sell from donations & shops ensuring best value, researching products.
* Ensure all Health and Safety regulations are met.
* Contribute to forward planning and online sales development
* Monitor and respond to market trends, tailoring stock to opportunities and seasonal activity
* Seek and develop new online trading and business opportunities to increase income
* Ensure consistent standards across all online areas
* Complete regular analysis of key competitors
* Maintain packaging stocks and other items necessary to facilitate the online sales
* Provide accurate reports and analysis of sales for the General Manager

**Empowering and Developing Companions, Volunteers and staff**

* managing, supervising and motivating them whilst they are working on site and making collections
* and deliveries.
* planning and delivering appropriate training, coaching and support for Companions and Volunteers to develop their skills and enhance their personal growth.
* devise and deliver training on standard work to team members so that operational activities are
* delivered to the agreed brand, including customer service, merchandising, pricing, stock control, culture

**Ensuring the Community Runs Smoothly**

To work constructively with all members of the Emmaus Glasgow team in achieving effective Community operations and strategy, including:

**Other Duties**

• Attend Companions Meetings and other Emmaus meetings as required by the Community Director.

• To prepare reports and attend Board meetings and committees as required.

• Perform any other tasks or duties deemed necessary by the Community Director.

**Working Conditions**

Emmaus Glasgow runs its Enterprise operations six days a week, Monday to Saturday and provides 24-hour, 7 day/week support to the Community. Days and hours of work will be agreed with the line manager as is appropriate within your role and responsibilities. It is anticipated this role will work Monday to Friday during the day.

Emmaus works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role. All roles within Emmaus Glasgow are subject to enhanced PVG checks.

You must always act in a way which will maintain the good reputation of Emmaus Glasgow, upholding the policies and procedures of Emmaus and striving to preserve good working relationships with staff, volunteers, Companions and trustees.

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

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus’ aim to take action to help disadvantaged people. It is therefore important to encourage, develop and support volunteer involvement in the work of the Community.

Work is conducted in an environmentally aware manner with the aim of ensuring all resources are utilised effectively and efficiently. Sound “value for money” principles are necessary in undertaking purchasing or supply of goods and services.

**Online Sales Supervisor**

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| **ESSENTIAL** | **DESIRABLE** |
| **EDUCATION:** | **EDUCATION:**   * Good general education to include IT, Maths and English |
| **SKILLS:**   * Effective time management and organisational skills * Ability to remain calm under pressure * Experience of online selling, particularly eBay * Accuracy and attention to detail * Strong commitment to excellent customer service * Ability to relate to and work with people, some of whom may present challenging behaviour. * Ability to work with minimum supervision * Competent IT user including Microsoft Office Packages, internet and email * Effective written and verbal communication skills. | **SKILLS:**  •Experience in charity or voluntary sector  •Recent experience of managing online sales  •Ability to understand and analyse sales figures |
| **EXPERIENCE:**   * Proven successful on-line sales record | **EXPERIENCE:**   * Working/volunteering in a charity shop * Online Sales, Apps & online sales books, DVDs etc. |
| **KNOWLEDGE:**   * Demonstration of a belief in, and, the ability to, adopt and work within the Emmaus ethos and principles | **KNOWLEDGE:**   * Knowledge and experience of working with commissioned services * Knowledge and understanding of homelessness issues * Confidentiality * Professional Boundaries |
| **OTHER:**   * Empathetic and understanding of a wide range of needs and experiences * Able to welcome people into the Community with no prejudice * Able to work flexible hours if required | **OTHER:**   * Commitment to environmental sustainability and social development |
| **Personal Characteristics**  •A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential.  •Effective team player with the ability to lead, work and delegate  •Ability and willingness to work with and alongside Companions, volunteers and staff  •Awareness and acceptance of own limitations  •Commitment to environmental sustainability and social development  •Able to welcome people into the Community with no prejudice  •Highly self-motivated |  |

Job Title:

Online Sales Supervisor

Salary £25,000 PA.

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

General Hours: Monday to Friday 08.30-16.30 (day), occasional work outside these hours may be required dependent upon the service needs. Occasional out of hours work as required.

Please email your completed application form to:

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

Closing date for applications will be Monday 18th October 2021 – 12midday.

Interview/assessment for those shortlisted will be held on the week beginning Monday 25th October, 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 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:** | **Location:** |

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

|  |  |
| --- | --- |
| **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**



## PERSONAL AND CONFIDENTIAL

**APPLICATION FOR THE POST OF: CLOSING DATE:**

12midday, Monday 18th October 2021

* **Please fill in all sections**

1. **Do not attach your CV as it will not be considered**
2. **Complete electronically or in black ink or typescript for copying purposes**

***Personal Details***

Forename(s) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Postcode: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work tel. no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Home tel. no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Education / Qualifications and Training***

Please include all relevant qualifications you have obtained or are about to take. (Please enter most recent first)

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Type of Qualification** | **Subject** | **Result** |
|  |  |  |  |

***Present or Last Employer Details***

Company Name and address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Position Held: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date started: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date finished: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Final/most recent salary and benefits: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please give a brief description of duties:

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| --- |
|  |

Reasons for leaving/wishing to leave:

|  |
| --- |
|  |

***Past Employment Details***

Please give details, excluding your present or last employment. (Please enter most recent first)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employer’s name and address** | **Job Title** | **Date** | | **Salary** | **Reasons for leaving** |
|  |  |  |  |  |  |

***Reasons for applying***

Please outline your reasons for applying for this post and why you feel you are suitable for this post.

***Relevant Skills and Experience***

Before completing this section, please read the enclosed Job Description and Person Specification carefully. Use each requirement listed in the Person Specification as a heading and demonstrate how you meet the requirement by giving relevant details of your experience, skills and knowledge gained in employment, voluntary work or elsewhere.  ***(Attach additional sheets where necessary)***

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***Length of Notice Required***

|  |
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***Referees***

Please give below the names, addresses and phone numbers of two referees who can comment on your suitability for this post. If you have been employed recently, we would normally wish to see a reference from that employer. References will only be taken up for the successful candidate.

***Referee 1 Referee 2***

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to you: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship to you: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Postcode: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Postcode: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tel no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Tel no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Asylum and Immigration Act 1996** | | |
| Under the Asylum and Immigration Act 1996, it is a criminal offence to employ a person who is not entitled to work in the UK.  You are therefore required to provide the Charity with confirmation of your eligibility to work in the UK by providing **ONE** of the **ORIGINAL** documents detailed below.  Please tick the appropriate box detailing which document you intend to bring with you if you were offered employment. A copy of this document will be retained on your personnel file. | | |
|  | | |
| * A Passport showing the holder as a British Citizen or having right of abode in the UK; an EU passport/identity card showing the holder is an EU national or Swiss national; A residence permit issued in the UK to an EU or Swiss national; A document from the Home Office which has and endorsement stating the holder has right of residence in the UK as a family member of an EU or Swiss national; a passport or other document to show the holder can stay indefinitely in the UK; A document to show that the holder can stay in the UK and do the type of work on offer; An application registration card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment |  |  |
|  |  | |
| * If you do not have any of the above then a combination of a document giving the person’s national insurance number and name e.g. P45, P60 NI card or letter from government agency PLUS ONE of the following:- a full birth certificate issued in the UK which includes the name of the holders parents; a birth certificate issued in the Channel Islands, Isle of Man or Ireland; a Certificate of registration or naturalisation stating the holder is a British Citizen; a letter from the Home Office confirming the holder has indefinite stay; and immigration document issued from the Home Office stating that the holder has leave to remain indefinitely and can do the type of work you are offering. |  |  |
|  |  | |
| * If you do not have the above combination of the above, then a combination of a Work Permit issued to the holder by Work Permit UK PLUS ONE of the following: - a passport showing the holder is able to stay in the UK and can take the work permit employment in question; a letter from the Home Office confirming the named person is able to stay in the UK and can take the work permit |  |  |
|  |  |  |
| **FAILURE TO PRODUCE ANY OF THE ABOVE ORIGINAL DOCUMENTS WILL RENDER ANY OFFER OF EMPLOYMENT INVALID** | | |
|  | | |

***Declaration***

I confirm that the information I have given on this form is correct and complete and I understand that missing or misleading statements may be sufficient for cancelling any agreements made.

I understand due to the sensitive nature of the duties I will be expected to undertake an Enhanced Disclosure in the event of an offer of employment being made.

I authorise the Charity to obtain references to support my application once an offer has been made and accepted.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please return this form, once completed, by email to:** [**richardallwood@emmausglasgow.org.uk**](mailto:richardallwood@emmausglasgow.org.uk)

Or to the following address:

Richard Allwood

Community Director

Emmaus Glasgow,

101 Ellesmere Street,

Glasgow

G22 5QT