



emmaus
Greenwich



Recruitment Pack

Chief Operating Officer



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Thank you for your interest in the role of Chief Operating Officer at Emmaus Greenwich.

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 enterprises.

emmaus.org.uk/greenwich



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Dear Applicant.

Thank you for showing an interest in working for Emmaus Greenwich.

We are looking for a Chief Operating Officer that will be responsible for the operational management of the social enterprise, facilities, and Companion community at Emmaus Greenwich. Reporting to the CEO, the COO will ensure that all areas operate efficiently, meet compliance and safety standards, and support the overall mission of the charity.

Are you a leader with a passion for social impact? Do you thrive in a dynamic environment where your skills can create real change? If so, we want to hear from you!

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. To apply please send your CV and supporting statement showing how you meet the person specification to info@emmaugreenwich.org

If you would like an informal chat about the role, please email me at info@emmausgreenwich.org.

Best wishes,

Sofia Barbosa
Chief Executive Officer
Emmaus Greenwich



Emmaus overview

Emmaus Greenwich is a unique charity that offers a home, work experience 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, meaningful work opportunities and a sense of belonging.

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

Emmaus Greenwich offers an individual holistic package of support and a tailored development plan to support each companion develop new skills (or build on existing ones) to boost confidence, improve mental and/or physical health and wellbeing, and increase employability.

The majority of our charity's income is generated in our social enterprises, which include charity shops in Plumstead, Lewisham and Poplar as well as online. We also run regular outreach projects, offering support to some of the most vulnerable people in the capital. Companions help in every area, directly contributing to our charity whilst gaining skills and valuable work experience.

Since opening in 1994, Emmaus Greenwich has steadily grown and we now have the capacity to support up to 45 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.

Working at Emmaus Greenwich 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 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 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.



"I was at Emmaus Greenwich for six years before moving on in 2019. They were so, so good to me. They took me off the streets, gave me a home, a community and opportunities for the future. While I was a companion, I was trained on the till, in customer service, and helped on the van by preparing orders for collection and delivery.."

Jas, former companion at Emmaus Greenwich

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



Outreach

Emmaus Greenwich's Outreach initiatives supplements existing services and contributes to reducing food poverty and homelessness in the Royal Borough of Greenwich.

Street Souls is our community food and support outreach project enabling people at risk of homelessness to connect with services. By promoting early intervention, our outreach empowers people to seek help proactively, encouraging a culture of mutual aid.

Furniture Aid aims to make a social impact for people who cannot afford furniture by providing household essentials. We have helped young people leaving care to furnish their first homes, formerly homeless families moving from temporary accommodation into a permanent home.

Home for Now is a 16-weeks programme supporting people with experience of migration, who are at risk of homelessness. We aim to work with local authorities, homelessness charities and advice service providers, focusing on increasing the availability of appropriate accommodation for people experiencing homelessness due to unclear or limited entitlements.



Our Impact

Street Souls is one of the Outreach initiatives led by Emmaus Greenwich. Street Souls stands as a powerful example of solidarity, not charity.

While charity often involves one-sided giving from a position of privilege to those in need, solidarity embodies a different ethos. Solidarity implies a sense of unity, shared purpose, and mutual support among all members of the community, regardless of their circumstances.

Each session provides a sense of belonging to over 20 people at one given time – encouraging conversation, self-help, and resilience.

For those living in the wider community, the cost of living crisis makes it difficult to cover the cost of hot meal, heating or getting advice. Help with these essentials and providing advice is what our Street Souls outreach initiative is in place to achieve.

- Since July 2023 we served **4047** meals.
- Companions dedicated **342 hours** of their time to prepare food in our communal kitchen.
- Volunteers donated **405 hours** to drive our vans and deliver the meals to Street Soul's sessions.
- We delivered **163 sessions** in the community.

Find out more



[**emmaus.org.uk/greenwich/outreach**](https://emmaus.org.uk/greenwich/outreach)





Chief Operating Officer

Role overview

The COO will be responsible for the operational management of the social enterprise, facilities, and Companion community at Emmaus Greenwich. Reporting to the CEO, the COO will ensure that all areas operate efficiently, meet compliance and safety standards, and support the overall mission of the charity.

The COO will lead and manage a team of three key managers:

- Community Manager – responsible for the well-being, personal development, and support of companions.
- Retail Manager – responsible for the social enterprise and charity retail shops.
- Property & Facilities Manager – responsible for property maintenance, repairs, compliance, and health & safety.

Chief Operating Officer

Job description



Location:	Emmaus Greenwich, Southeast London
Accountable to:	Chief Executive Officer

Duties & responsibilities

Leadership

- Ensure smooth and efficient operations through strategic and effective operational management.
- Lead and support the Community Manager, Retail Manager, and Property & Facilities Manager in delivering their respective functions effectively.
- Work closely with the CEO, Board of Trustees, and leadership team to develop and implement the organisation's long-term strategic goals.
- Foster a culture of collaboration, accountability, and continuous improvement across the organisation.

Companion Community & Wellbeing

- Oversee the Community Manager in ensuring a safe, supportive, and empowering environment for companions.
- Work with the team to develop individual progression plans, enabling companions to build skills and move towards independence.
- Ensure that companions are meaningfully engaged in charity operations and social enterprise activities.
- Implement safeguarding policies and best practices for supporting vulnerable individuals.

Social Enterprise & Retail Operations

- Oversee the Retail Manager in managing charity shops and retail operations, ensuring financial growth and sustainability.
- Develop and implement business strategies to enhance sales, efficiency, and income generation.
- Identify new opportunities for business diversification and expansion within the social enterprise.
- Ensure compliance with retail regulations and best practices.

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Duties & responsibilities

Facilities & Property Management

- Oversee the Property & Facilities Manager to ensure all Emmaus Greenwich properties are well maintained and meet health & safety, compliance, and regulatory standards.
- Develop and oversee maintenance schedules, capital improvement plans, and risk management strategies.
- Ensure effective management of utilities, repairs, and external contractor relationships.
- Oversee security, fire safety, and infrastructure projects.

Financial & Budget Management

- Work with the CEO and Finance Manager to oversee budgets, financial planning, and cash flow management.
- Manage financial performance across the social enterprise, facilities, and community services.
- Identify cost-saving opportunities and revenue-generation strategies.
- Ensure compliance with financial regulations, charity governance, and reporting requirements.

People Management & Organisational Culture

- Lead and develop the Retail Manager, Property & Facilities Manager, and Community Manager, ensuring high levels of motivation and performance.
- Establish and oversee effective recruitment, training, and performance management processes.
- Promote diversity, equity, and inclusion throughout the organisation.
- Champion Emmaus values and ensure they are embedded in daily operations.

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Duties & responsibilities

Other duties

- Attend meetings and contribute to company strategy.
- Ensure Companions, staff and volunteers are aware of and comply with relevant policies and procedures.
- Perform any other tasks or duties deemed necessary by the CEO.

General

Emmaus works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role.

You must always act in a way that will maintain the good reputation of Emmaus Greenwich, upholding the organisation's policies and procedures. You should 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

We expect you to carry out your job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound 'value for money' principles in undertaking the 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. You will be expected to encourage, develop and support volunteer involvement in our work.

Person Specification

Essential Qualifications & Experience

- Proven experience in a senior leadership role within a charity, social enterprise, or commercial retail business.
- Strong commercial and financial acumen, with experience managing income-generating operations.
- Experience in property and facilities management, including health & safety compliance.
- Knowledge of homelessness, social exclusion, or community based support services.
- Demonstrated ability to lead and develop diverse teams, including staff and volunteers.
- Strong financial oversight skills, including budget management and financial planning.
- Excellent stakeholder engagement and partnership-building abilities.

Desirable Skills & Attributes

- Experience in growing a social enterprise or expanding business operations.
- Knowledge of fundraising, grant management, and charity governance.
- Understanding of safeguarding, risk management, and GDPR regulations.
- A passion for social justice and the mission of Emmaus Greenwich.



Chief Operating Officer

Terms of employment

Salary:	£42,000-£45,000 per annum depending on experience
Hours of work:	40 hours a week
Contract:	Permanent
Pension:	An auto-enrolment pension arrangement is in place
Holidays:	25 days per year plus bank holidays
Training and development:	Individually tailored induction, training and development
Employee Assistance:	24/7 employee assistance scheme is available
Probation:	6 months probationary period



Chief Operating Officer

Application process

To apply for this role please send your CV, covering letter and a one page explanation of how you meet the person specification to info@emmausgreenwich.org.

You can get in touch with CEO Sofia to arrange an informal chat at info@emmausgreenwich.org.

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