



emmaus
Greenwich



Recruitment Pack

Store Manager



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Thank you for your interest in the role of Store Manager 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 Store Manager. The applicant will have a strong fashion or furniture background, focused on working with charities with matching work experience to join our team. The Store Manager is responsible for supporting the Retail Manager in the retail business to maximise sales. Successful applicants will be part of an awesome Retail team led by the Retail Manager and will have key responsibilities within that team. Previous line management experience is essential, although training will be provided.

So, if you hold optimism for change, have a fashion background, and have a positive “can do” attitude, we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do. We would particularly welcome applications from candidates with customer service/volunteer management experience.

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 solidarity initiatives programme supplements existing services and contributes to reducing food poverty, furniture poverty and homelessness in the Royal Borough of Greenwich.

Our programme includes Furniture Aid, Outreach Solidarity Points (Street Souls) and a Home for Now project, and aims to make a meaningful impact on the lives of individuals and families in Greenwich. It is focused on supporting local authorities, homelessness charities and advice services to increase availability of appropriate support for people at risk or experiencing homelessness.

Our 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.

Our Solidarity Points are a 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.

Our Home for Now is a 12-week 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 Solidarity 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/solidarity





Store Manager **Role overview**

Responsible for supporting the Retail Manager in the retail business in order to maximise sales. Working as part of a diverse team the Store Manager will promote Emmaus internally and externally, collaborate with other Communities and organisations to contribute to achieving the organisational strategic goals and objectives.

Job description

Location: Emmaus Greenwich, Southeast London

Accountable to: Retail Manager

Duties & responsibilities

Management

- To train and deliver exceptional levels of great customer service.
- To develop, deliver, and maintain a current and relevant product offer and pricing in line with customer and market trends within our stores.
- Ensure the counter and retail operation are staffed at all times and provide cover where necessary.
- Co-ordinate, sort, price, and display stock to maximize sales and organize regular disposal of unsaleable items.
- Support in the organisation of stock control to ensure fully stocked and attractively displayed.
- Arrange workplace induction and training for Companions, staff, and volunteers in liaison with the Retail Manager including training on health and safety.
- To ensure a safe and secure working environment for staff, Companions, volunteers and customers. Maintain and develop good customer relations and handle customer surveys and complaints.
- Responsible for day-to-day problem-solving and conflict resolution, taking appropriate disciplinary action in a fair and consistent manner when necessary in line with community policies and procedures.

Administration

- To merchandise retail stock in the shops effectively to maximise sales whilst maintaining cleanliness.
- To assist with marketing the retail shops in the local area and on social media to maximise Emmaus' profile, donations, stock generation, and sales.
- Monitor compliance with relevant legislation, including Health and Safety & Fire Regulations in the workplace and the Data Protection Act.
- Contribute to growing the business and to the maximisation of profit from shop operations, Gift Aid, and other business activities and accounts.
- Support the Retail Manager in training and managing volunteers to ensure the effective operation of the shops.

Duties & responsibilities

People

- Support the development of Companions and of Emmaus' work in the wider community.
- Coordinate, supervise, support, and train Companions, volunteers, and staff to ensure high-quality customer service.

General

- Ensure the shops comply with the law and are administered effectively at all times.
- Utilising the stock management system to its full potential.
- To undertake daily closing procedures, including cashing up, locking the shop, and banking.
- Ensure policies and procedures for handling, movement, and security of monies and stock are adhered to at all times and correct monitoring procedures are in place.
- Any other duties and tasks deemed necessary by the Retail Manager or member of the Management Team.
- To be flexible and willing to carry out any tasks when necessary and to participate in the on-call rota.



Store Manager

Person Specification

Essential Qualifications & Experience

- GCSE in Maths and English or equivalent
- Line management experience
- Visual merchandising experience
- Experience of working as part of a team
- IT skills, including Microsoft word, basic Excel, internet, websites and email
- Proven experience of working in a retail environment
- Team building, coaching, supervision
- Customer service
- Stock and cash experience
- Effective communication skills
- Ability to stay calm and cope under extreme pressure
- Ability to delegate
- Effective administration, organization and time management
- Working with volunteers
- Ability to maintain professional boundaries
- Health & Safety: fire safety, manual handling, first aid, security
- Full Driving Licence

Desirable Skills & Attributes

- Retail management
- Multi-store management
- Recycling or second-hand retail experience
- Stock and cash management
- Working with vulnerable people or people with challenging behaviour
- Volunteer recruitment
- Retail and trading law
- Health & Safety: fire safety, manual handling, first aid, security
- Homelessness issues
- Social media management

Personal Characteristics

- Enthusiastic with a 'CAN DO' attitude
- 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
- Commitment to environmental sustainability and social development
- Able to welcome people with no prejudice Strong emotional resilience and able to identify when external support is needed for self and others
- Flexible and adaptable to meet the needs of the community and business Have an understanding of and belief in equality
- Effective communication skills - including written, verbal, listening skills
- An understanding of and empathy for the work of Emmaus, and an ability to uphold Emmaus values
- Clear professional boundaries



Store Manager

Terms of employment

Salary:	£24,000-£26,000 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



Store Manager

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.

Closing date: 6 April 2025