

APPLICANT PACK

Store Manager

EMMAUS Greenwich



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 role and the application process.

Please take the time to read this pack and our website to find out 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 community offers:

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 rings 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.

Mick

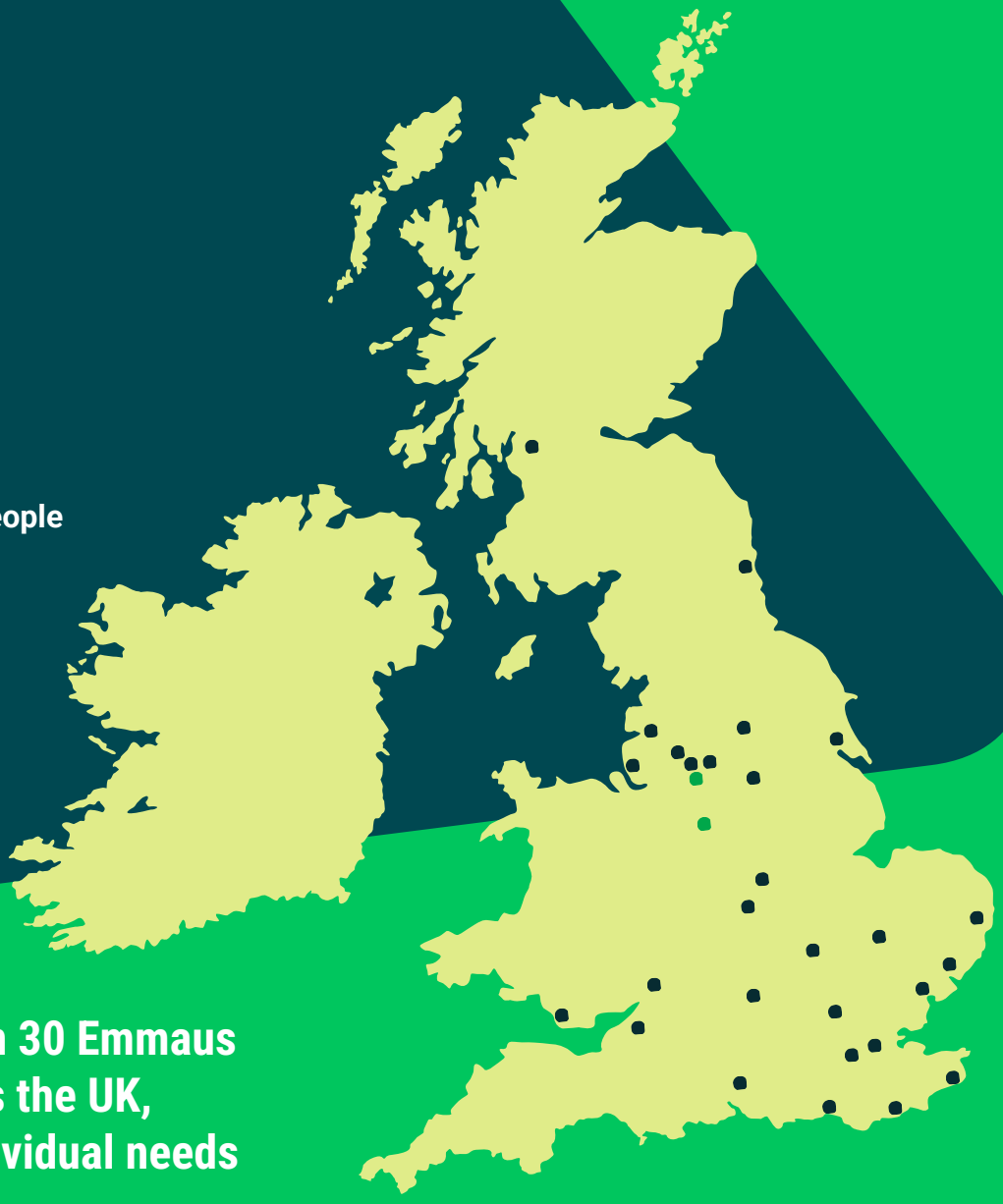
Emmaus Companion

> **"Emmaus gave me stability and a fresh start. The chaos is gone - this is my time to shine"**



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.

EMMAUS IN THE UK

Emmaus in the UK has a federal structure, which means that each community and group is an independent charity with its own staff team and board of trustees.

Emmaus UK was set up to unify and support the federation, providing a central set of services that bring members together and support the movement's growth in the UK.

Anyone wishing to set up a new Emmaus group must go through a rigorous affiliation process, which includes developing a firm business plan and demonstrating the capacity to establish a social enterprise and community. New groups are supported throughout this process and mentored by a more established community and by Emmaus UK.

OUR PURPOSE

We exist to give hope and a sense of belonging to those who have experienced homelessness and poverty.

OUR VISION

A sustainable world in which everyone has a home and a sense of belonging.

OUR MISSION

To empower people affected by homelessness and poverty to change their lives for the better whilst using our voice to achieve social change.

OUR VALUES

Respect for others, ourselves and our environment

Sharing our resources, skills, challenges and successes

Openness to ideas, challenges and to other points of view

Solidarity, helping those in greatest need and opposing injustice

Welcoming, friendly, approachable and inclusive to all

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 whilst 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



The Store Manager at Emmaus Greenwich plays a key role in maximising retail sales and supporting the continued growth and development of the retail business. Working closely with the Retail Manager, the postholder will oversee the day-to-day running of the store, ensuring it operates efficiently, commercially and in line with Emmaus Greenwich's values and objectives. This includes managing stock, pricing and merchandising, maintaining high standards of presentation and customer service and supporting local marketing activities to increase donations, sales and awareness of Emmaus within the community.

A key part of the role is to lead, support and develop a diverse team of companions, volunteers and staff, providing effective training, guidance and supervision to ensure the store operates safely and successfully.

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JOB DESCRIPTION

Location: Emmaus Greenwich retail outlets in South East London as required

Reporting to: Business Manager

Purpose of the role

- The Store Manager is responsible for supporting the Retail Manager in the retail business to maximise sales whilst increasing Gift Aid income through effective team training and business management and development. Working as part of a diverse team the Store Manager will promote Emmaus internally and externally, collaborating with other Emmaus communities and partner organisations to contribute to achieving the organisational strategic goals and objectives.

Principal responsibilities and duties

General Responsibilities

- Contribute to growing the business and to the maximisation of profit from shop operations, Gift Aid, and other business activities and accounts.
- Coordinate, supervise, support and train Companions, volunteers and staff to ensure high quality customer service
- Support the Retail Manager in training and managing volunteers to ensure the effective operation of the shops
- Ensure the shops complies with trading laws and is always administered effectively
- Support the development of Companions and of Emmaus' work in the wider community
- In the absence of the Retail Manager to support the wider needs of the business.

Supervision and Administration

- To be able to train and deliver exceptional levels of great customer service.
- To merchandise retail stock in the shops effectively to maximise sales whilst maintaining cleanliness.
- To develop, deliver and maintain a current and relevant product offer and pricing in line with customer and market trends within our stores.
- To assist with marketing of the retail shops in the local area and on social media to maximise Emmaus profile, donations, stock generation and sales.
- Ensure the counter and retail operation is always staffed 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 work-place induction and training for Companions, staff & 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.
- Monitor compliance with relevant legislation, including Health and Safety & Fire Regulations in the workplace and the Data Protection Act.
- 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.

Financial

- Ensure policies and procedures for handling, movement and security of monies and stock are always adhered to and correct monitoring procedures are in place
- Support, when necessary, in the Cashing up of tills at the end of day and hand all monies to the responsible person.

JOB DESCRIPTION

Other duties and personal characteristics

Other Duties

- 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.

Personal Characteristics

- Enthusiastic
- Self-motivated
- 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 to engage others support
- Commitment to environmental sustainability and social development
- Able to welcome people with no prejudice

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 policies and procedures of Emmaus. 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.

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

Experience, skills, knowledge and attributes	Essential	Desirable
Proven experience of working in a retail environment	✓	
Team building, coaching, supervision	✓	
Customer service	✓	
Line management experience	✓	
Stock and cash management	✓	
Demonstration of a belief in and, the ability to adopt and work within the Emmaus principles	✓	
Understanding of the retail environment	✓	
Good level of English and Maths	✓	
Effective verbal communication	✓	
Effective listening	✓	
Ability to stay calm and cope under pressure	✓	
Ability to delegate	✓	
Effective administration, organization and time management	✓	
Visual Merchandising	✓	
Effective IT skills including Microsoft Word, Excel, Internet and email	✓	

Person Specification

Experience, skills and attributes	Essential	Desirable
Retail management		✓
Recycling or second-hand retail experience		✓
Working with vulnerable people or people with challenging behaviour		✓
Working with volunteers		✓
Volunteering		✓
Retail and trading law		✓
Health & Safety: fire safety, manual handling, first aid, security		✓
Homelessness issues		✓
Course work in: Customer Care		✓
Course work in Health and Safety		✓
Course work in First Aid		✓
Course work in other relevant subjects		✓
Public speaking or engagements		✓
Basic accounting or bookkeeping		✓

TERMS OF EMPLOYMENT

Salary:	£28,860 to £30,303 per year depending on experience
Hours of work:	40 hours per week over five days to include weekends
Pension:	Stakeholder pension with 5% employer contribution where eligible
Employee assistance:	A 24/7 employee assistance scheme is available
Holidays:	25 days pro rata + Bank Holidays pro rata



APPLICATION PROCESS

To apply for the role, please send your CV and a covering letter to Retail Business Manager, Matthew Lord: matthewlord@emmausgreenwich.org by the closing date of 4th November 2026



To apply for the role, please send your CV and a cover letter by the **closing date of 4th November 2026**, explaining how you meet the job specification to: matthewlord@emmausgreenwich.org

This post is subject to an enhanced DBS check and receipt of satisfactory references.

Emmaus Greenwich provides equal opportunity for all job applicants and is committed to providing a work environment free of discrimination. We're committed to an inclusive culture and to building a workplace where teams 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 to select the best candidate for our roles, all applications are anonymised up 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 matthewlord@emmausgreenwich.org

EMMAUS
Greenwich

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