



**emmaus**  
Greenwich



# **Application Pack**

Deliveries and Stock Collection Driver

Working together to end homelessness

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Abbe Pierre  
Emmaus Founder





Dear Applicant

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

We are looking for a Deliveries and Stock Collection Driver to work on our vans delivering and collecting furniture, support the Logistics in order to maximise sales.

Successful applicants will be part of an awesome Logistics team led by the Logistics and Audit Manager and will have key responsibilities within that team. The successful candidate will be comfortable and experienced both in a customer service/retail environment and driving a 3.5t Luton van.

So, you will be working in a team with volunteers and our residents, so a positive, “can do” we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do.

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 by the 29th January 2024 to [info@emmaugreenwich.org](mailto:info@emmaugreenwich.org)

Interviews to be held on the week commencing the 5th February 2024, please be prepared for this interview date. If you would like to arrange an informal discussion about the role, please email me at: [info@emmaugreenwich.org](mailto:info@emmaugreenwich.org)

Best wishes,  
Sofia Barbosa CEO,  
Emmaus Greenwich

# About Emmaus



## Our vision

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

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

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

Emmaus provides a home for as long as someone needs it. 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. Since opening in 1994, Emmaus Greenwich has steadily grown and we now have the capacity to support 32 companions at any one time. There are currently over 850 Companions living at 29 Emmaus communities across the UK.

The majority of our charity's income is generated in our social enterprise which includes our four charity shops based Online, in Plumstead, Lewisham and Poplar. We also run regular outreach projects, offering support to some of the most vulnerable people in the capital. Companions can work in every area of our social enterprise, directly contributing to our charity whilst gaining skills and valuable work experience.

We offer 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 their confidence, improve mental and/or physical health and wellbeing and increase employability.

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 at Emmaus 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.

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# Emmaus Movement

Emmaus Greenwich is an independent local charity that is governed by a board of trustees. Whilst our work is focused locally, we are also part of a much wider Emmaus movement.

We are proud and active members of the Emmaus UK federation, Emmaus Europe and Emmaus International. The roots of Emmaus stretch back to Paris in 1945 and since then, more than 400 Emmaus groups have been established in 41 countries around the world.

The first Emmaus in the UK opened in 1991 and Emmaus Greenwich was the third to open in 1994. There are now 30 Emmaus communities in the UK with more than 850 companions living at communities stretching from Glasgow to Dover. 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.

Across the globe, all Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. All share the same goal; acting against the causes of poverty and being vehicles for social transformation through allowing the poorest to become actors in their own lives.

Find out more about the roots of Emmaus and how the movement has developed to serve people in need: [emmaus-international.org/en](https://emmaus-international.org/en)



# How Emmaus works

Unlike a lot of provisions for homeless people, Emmaus communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing, a holistic support package, a small monthly allowance, holiday and travel money, as well as money into a savings pot.

In return, we ask:

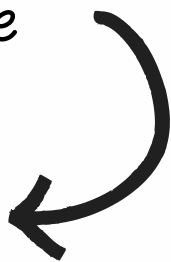
- That companions work (volunteer) for 40 hours per week, or give as much time as they are able, in the community's social enterprises
- That they behave in a respectful way towards one another
- That no alcohol or illegal drugs are used on the premises
- That they sign off all benefits, with the exception of housing benefit

## Meet Jas



"I was at Emmaus Greenwich for 6 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 to work the till, provide customer service, and help in the van by preparing orders for collection and delivery.."

Read Jas's full story here



# Solidarity Initiatives

Emmaus Greenwich Solidarity Initiatives programme supplements existing services and contribute to reducing food poverty, furniture poverty and homelessness in Royal Borough of Greenwich.

Our programme includes Furniture Aid, Solidarity Point, Home for Now projects and aims to make meaningful impact on the lives of individuals and families in Royal Borough of Greenwich. It is focused on supporting local authorities, homelessness charities and advice service to increase availability of appropriate support for people at risk or experiencing homelessness.

**Furniture Aid** project aims to make a social impact on those that cannot afford furniture by providing them with 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.

**Solidarity Point** is a community food and support outreach programme and campaign enabling people at risk of homelessness to connect with services. By promoting early intervention, Solidarity Point empowers people to seek help pro-actively, encouraging a culture of mutual aid.

**Home for Now** is a 12-week programme supporting people with experience of migration and at risk of homelessness. We aim to work with local authorities, homelessness charities and advice service providers with focus of increasing availability of appropriate accommodation for people experiencing homelessness due to unclear or limited entitlements.



# Emmaus Greenwich' impact

**Street Souls** is one of the Solidarity Initiatives projects 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.

Since July 2023 we served **624** meals.

Companions dedicated **93** hours of their time to prepare food in our communal kitchen.

Volunteers donated **87** hours to drive our vans and deliver the meals to Street Soul's sessions.

We delivered **31** sessions in the community.

Each session provides a sense of belonging to over 20 people at one given time – encourages conversation, self-help, and resilience. For those living in the community, cost of living crisis makes it difficult to cover the cost of hot meal, heating or getting advice.



Read more about  
Emmaus Greenwich  
here



# Job Description

## Job Title

Deliveries and Stock Collection Driver

## Reports to

Logistics and Audit Manager

## Location

Plumstead, London

## Overall purpose of the job

- To assist with van deliveries and collections providing a first class customer service.
  - To support Companions and volunteers working in the business.
  - To assist with house clearance and removal service, and with other business contracts in order to maximise sales.
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# Accountabilities

## Deliveries and Collections

- Responsible for planning routes to maximise use of time and fuel when arranging collections and deliveries.
- Manoeuvre, lift and carry furniture and domestic goods to and from vehicles, in and out of buildings, up and down stairs.
- Ensure driving, collection and delivery services are administered effectively and comply with the law at all times.
- Support and train Companions and volunteers to ensure that customers are dealt with in a positive manner demonstrating good customer service
- Supervise and lead Companions and volunteers working on the van crews.
- Responsible for Health and Safety for all activities associated with loading, unloading, driving and manoeuvring of vehicles including use of tail lift, driving skills, movement of goods within organisation's premises and at customer premises, and ensure all members of the vehicle team take their responsibility for Health and Safety seriously.
- Responsible for ensuring that only quality donations and those which conform to all relevant legislation (including 1988 Fire Safety Legislation (as amended in 1989, 1993 and 2010) are accepted for resale in the shop.
- To carry out basic weekly fleet management i.e. tyre pressure, fluid checks, lighting checks and other routine safety checks.
- Support and assist training companions and volunteers who are eligible to drive.
- To be flexible and willing to carry out any tasks when necessary and to participate in the on-call rota
- Any other reasonable duties and tasks deemed necessary by the Senior Leadership Team
- 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

## House Clearances & Home Removals

- To assist on the administration and quotes for the house clearance service and assist with Home removal admin when required.
  - 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.
  - Monitor compliance with relevant legislation, including Health and Safety & Fire Regulations in the work-place 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
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# Person Specification

## Essential

- Driving Licence
- GCSE in Maths and English or equivalent
- Experience of working as part of a team
- IT skills, including Microsoft word, basic Excel, internet, websites and email
- Experience of delivery planning
- Recycling or second-hand retail experience
- Customer service
- Stock and cash experience
- Effective verbal communication
- Effective listening
- Ability to stay calm and cope under extreme pressure
- Ability to delegate
- Effective administration, organization and time management
- Ability to maintain professional boundaries
- Retail and trading law
- Health & Safety: fire safety, manual handling, first aid, security

## Desirable

- Retail skills
- Recycling or second-hand retail experience
- Stock and cash management
- Working with vulnerable people or people with challenging behaviour
- Working with volunteers
- Volunteering
- Health & Safety: fire safety, manual handling, first aid, security
- Homelessness issues

## 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
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## Other Core Competencies

- Engaging with others
- Dealing with challenges
- Planning and organising with good time management and ability to prioritise
- Engaging with people in a positive way, to make sure messages are easily understood and people are valued and respected
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# Emmaus Package

- Salary of £24,856 per annum
- Working Hours – 40 hrs/week 5 days over Monday to Saturday
- Annual Leave – 25 days per annum, plus 8 bank holidays
- Pension – An auto-enrolment pension arrangement is in place
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – A 24/7 employee assistance scheme is available
- Flexible hours including on call duties
- 6 months probationary period

## Safeguarding & Right of Work

The role will involve working with Companions and in the Community, therefore the role will need to have a Disclosure and Barring Service (DBS) check carried out. This is to check the criminal records and that the person is not barred from working with 'adults at risk'. Some Companions can be classed as adults at risk. An adult at risk is anyone that has one or more of the following:

- Does not understand certain decisions or transactions
- Are unaware of their rights or how to complain Have communication difficulties
- Have limited life experiences
- Are socially isolated
- Have low self esteem
- Are dependent on others for their basic needs

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 DBS check.

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## Contact

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### To Apply

To apply please send your CV, covering letter and a one page explanation of how you meet the person specification to [info@emmausgreenwich.org](mailto:info@emmausgreenwich.org) by 5pm on the 29/1/2024. Those shortlisted will be invited to an interview to be held on week commencing the 05/2/2024.



Charity Number: 1136584

Company Number: 7276977

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