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Charity Retail Manager

Application Pack

February 2020



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February 2020

Dear Applicant

Thank you for showing an interest in working for Emmaus Norfolk & Waveney. We are looking for an experienced Charity Retail Manager to join our team.

The Charity Retail Manager will be responsible for the retail activities at our new site in Norwich. This will involve taking the lead in setting up our new shop layout, developing sales and leading and inspiring our Companions, volunteers and staff who work in the business. You will be responsible for implementing operational systems and overseeing the smooth running of the shop. The post holder will work with the Director and business team to implement a development plan constantly improving the visual merchandising, stock control, customer journey and pricing guides at this new venue.

If you have great retail business development ability, vast amounts of creativity and flair, great communication skills, experience of training and supporting people from a range of backgrounds and 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 and a social enterprise at a really exciting time.

Before applying I would urge you to either visit our Ditchingham site or carry out some background research so you can understand the concept of an Emmaus Community.

If you would like to arrange an informal discussion about the role, please email cecileroberts@emmausnorfolkandwaveney.org

Kind regards

**Cecile Roberts**

**Director**

Emmaus Norfolk & Waveney



**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 more than 750 companions living at 29 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 40 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, with the exception of 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.

**The Emmaus Federation strategic plan**

The Emmaus federation has recently developed its 2020-2025 Strategic Plan, providing clear direction for where the federation should be by 2025. The plan’s focus is on improving service provision to Companions, becoming financially robust and better known in the UK, and increasing the number of companion places to meet the ever-increasing demand.

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**About Emmaus Norfolk & Waveney**

Our Community opened in 2011. Over the past nine years we have undertaken significant refurbishment of our buildings and recruited a small staff team, creating a thriving Community and business in Ditchingham.

Emmaus Norfolk & Waveney provides a home, work and companionship for 23 previously homeless and socially disadvantaged people – known as Companions. We offer the opportunity for them to rebuild their lives through work in our social enterprises and community, in a supportive environment. We aim to create a self-sustaining community through our trading activities and grow the opportunities available for people who would otherwise be homeless.

Our existing social enterprises include a charity shop in Bungay, a very large second hand retail outlet (over 2000 sq ft) and a small coffee shop located as part of the community buildings in Ditchingham. In 2018/19 our trading income was £200K.

As a result, our activities are broad ranging. They include social care, residential management, collection and deliveries services, warehousing, retailing, food preparation and sales, working with Norfolk County Council, premises and grounds maintenance, administration, fundraising, marketing and lobbying within a framework of statutory requirements and standards.

Our retail operations are delivered over 6 days, Tuesday- Sunday. We are seeking someone with exceptional retail skills and the capability and resilience to work in a fluid environment with competing priorities. You will have the people skills required to engage, motivate and train companions, many of whom have limited or no work history.

You will join us at a time of significant growth and be responsible for the retail activities at the Norwich shop whilst working within a team prospecting and opening new retail outlets and associated activities and business developments.

The current team is comprised of Director, Community Support Manager, Logistics and Sales Manager, Retail Coordinator - Ditchingham (new post, recruiting), Charity Retail Manager – Norwich (new post recruiting ) two Community Support Workers (residential), Operations Coordinator, Driver/installer and a P/T Community Administrator.

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**Retail Business Manager Job Description**

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| Job title: | Charity Retail Manager |
| Reports to: | Director |
| Location: | Norwich, Norfolk & Waveney |

Overall Purpose of the Job

To maximise sales and income of our new Norwich shop by managing and developing Companions, staff and volunteers to provide excellent customer service and efficient retail operations. To develop the showroom to create a visually attractive and comprehensive customer experience. To increase footfall and sales by adding interest/diversity to the offer and by implementing an effective marketing campaign alongside this. To manage the sorting of stock and liaise with the main site to ensure that collections and deliveries are managed effectively and that the right stock is sourced and delivered to the Norwich site.

Accountabilities

**Operational Management**

* To organise the collections, storage, stock control, pricing, display, sales and deliveries of donations and to ensure smooth, efficient and profitable operations that utilise Companion, volunteer and staff skills
* Working with the Operations Coordinator to oversee waste management of donations, maximising the value of donations and diversion of waste from landfill
* Create and implement a year-round calendar of displays and activities which add interest and further income, driving footfall and raising awareness of the Emmaus brand
* To oversee the sale of donated furniture, clothes and Bric a Brac and to demonstrate competence in displaying, pricing and selling in all these areas.
* To liaise with the Logistics and Sales Manager to ensure smooth operations in terms of the movement of stock across the county.
* To liaise with the Logistics and Sales Manager in order to deliver on our framework agreement with the Norfolk Assistance Scheme delivering furniture and white goods to people in crisis across Norfolk and Waveney.

**Business Development**

* Work with the Regionals Comms officer to develop and implement marketing plans including leaflet drops, social media, marketing and events across Norwich to increase donations and sales
* To work alongside the Director and the Business team to develop this new venue in order to maximise sales and reach whilst delivering on our remit to support those in most need.

**People Management**

* To recruit, train, organise, supervise and inspire volunteers, Companions and staff to ensure effective retail operations and Companion development

**Financial Management**

* To assist and contribute in the development of business plans of this retail site to ensure profitability
* To contribute and report on monthly actual financials to budget in order that budget is achieved and if there are any deviances, remedial action can swiftly be taken

**General**

* To ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal and statutory requirements retail law, policies and general duty of care and professional boundaries
* To be flexible and willing to carry out any reasonable duties needed to assist the Community and business operations
* Participation in and delivery of, team meetings, 1:1’s and appraisals where appropriate
* To understand and work in accordance with the principles of the Emmaus movement and uphold its values and ethos.

**Retail Coordinator Person Specification**

**Essential**

* Retail management experience
* Experience of managing charity retail stores and managing volunteers
* Understanding of retail Gift Aid administration and process
* Excellent customer service skills
* Experience of coaching, team building and motivating others
* Experience of stock control and sorting processes
* Experience in maintaining professional boundaries
* Impeccable and creative visual merchandising skills
* Experience and knowledge of pricing second hand furniture and goods
* Educated to GCSE level or equivalent, with passes in English and Maths
* Capable of lone working at times
* Reliable and punctual and trustworthy

**Desirable**

* Marketing experience and knowledge
* Experience of budgeting and managing the profit and loss to achieve profit levels
* Experience of logistics management
* Experience of working with people with complex needs

**Personal Characteristics**

* Recognise, respond and adapt appropriately to change easily
* Flexible and adaptable to meet the needs of the Community and business
* An understanding of and belief in equality
* Effective communication skills - including written, verbal, listening skills
* Enthusiastic with a ‘can do’ attitude
* Has the ability to interpret complex situations/problems and identify solutions which meet individuals and organisational needs
* Able to answer people’s concerns ‘on their feet’
* Has an understanding of and empathy for in the work of Emmaus, and an ability to uphold Emmaus’s values
* Strong emotional resilience and able to identify when external support is needed for self and others

**Other Core Competencies**

* Able to consistently communicate team and individual performance in the context of wider business performance, companion welfare and Emmaus values
* Ability to ensure that companions, customers and colleagues feel their views and opinions are heard and respected

**Terms and Conditions of Employment**

* Salary of £22,000 per annum
* Working Hours – full time hours are 40 hours per week, a 5-day week over Tuesday to Sunday
* Flexible Working – Options available, subject to the requirements of individual roles
* Annual Leave – 25 days per annum, plus 8 bank holidays
* Pension – Stakeholder pension
* Training & Development – Individually tailored induction, training and development
* Employee Assistance – a 24/7 employee assistance scheme is available

**To Apply**

To apply please send your CV in a word file format or.pdf, with a supporting statement on no more than two sides of A4, the equal opportunities and declaration of criminal records forms by email to [joandrews@emmausnorfolkandwaveney.org](mailto:joandrews@emmausnorfolkandwaveney.org) by close of business March13th 2020.

Those shortlisted will be invited to an interview to be held on March19th 2020.

**Safeguarding and Right of Work in the UK**

The role will involve working with companions and in the community, then 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.



**How we store and use your personal information**

Your CV 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 also 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 CV only will be passed onto other members of the panel. But before it is passed on, the personal information will be removed from your CV. This includes:

* Name
* Address
* Age
* Marital Status

This is to protect your personal information, but also to enable us to shortlist ‘blind’, so that we are fair and equitable to encourage a diverse workforce.