



**emmaus**

Norfolk & Waveney

working together to end homelessness

**Café/Catering Manager**

**Application Pack**

**August 2021**



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August 2021

Dear Applicant

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

The Café Manager will be responsible for the reopening of the small café at our Ditchingham site as well as oversight of all catering within our community. This will involve working with the Director to develop a new menu for the café as well as managing the daily meals for Companions (residents) and staff which are cooked by Companions as part of our daily work rota.

We are looking to recruit a person who is passionate about food, has experience of running a café, restaurant or food initiative and the ability to work with people from a range of backgrounds.

We need someone who can hit the ground running and would relish the opportunity to develop and grow food initiatives at our Ditchingham site. You will be supported by the Director who was a Head chef for over 15 years and Eamon a resident Companion who was also a Head chef.

You will also be working alongside Companions (residents) who will be your workforce and colleagues.

You will need to be a competent cake maker as this will form a large part of the food offer, to support this you will be sent to train for 1 week at one of the Directors previous services. You will also need the skills and experience to run all aspects of the Café business with support from the wider Emmaus Norfolk and Waveney team.

If you care about community, have the ambition to bring your own flair to a new venture and would like to support those who were formally homeless then we would love to hear from you.

This role could suit someone who is happy to run the Café and general catering but could also offer further role development opportunities to someone who would like to oversee all aspects of our catering as it grows over the next 2 years – please do call/visit the Director to learn more about our developments.

This is a unique charity and a unique role. We would urge you to learn more about Emmaus both in the UK and internationally before applying.

If you would like to arrange an informal discussion about the role, please email [cecileroberts@emmausnorfolkandwaveney.org](mailto:cecileroberts@emmausnorfolkandwaveney.org)

Kind regards  
Cecile Roberts  
**Director**

## 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 Health £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.

## About Emmaus Norfolk & Waveney

Our Community opened in 2011. Over the past eleven 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 32 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 very large second-hand retail outlet (over 2000 sq. ft) and a small coffee shop located as part of the community buildings in Ditchingham as well as a large shop in Norwich. We are also one of the main reuse providers on the Norfolk Assistance scheme framework which provides furniture and white goods to those in crisis across Norfolk.

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 a huge passion for running a catering enterprise 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 catering activities at the Ditchingham site 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 Development Manager, Community Support Manager, Logistics and Sales Manager, 2 Retail Managers ,2 Community Support Workers (residential), Driver/installer, 1 p/t Site Development Manager and a p/t Community Administrator.

## Café/Catering Manager Job Description

Job title:	Café/Catering Manager
Reports to:	Director
Location:	Norwich, Norfolk & Waveney

### Overall Purpose of the Job

To lead on the reopening of our Ditchingham site Café alongside Companions and staff. To develop and deliver an exciting new menu of homemade cakes and simple savory food bringing more customers to our site and supporting our development as a destination centre.

Alongside this to ensure Companions are properly trained in all aspects of customer service, barista skills, and kitchen /food prep skills in order to enhance their working experience at Emmaus and open up opportunities for their future.

### Accountabilities

### Operational Management

- Develop clear working systems to ensure an efficient and safe service
- Develop a new and enticing menu which can be delivered effectively by the team
- Ensure best practice and excellent customer service are delivered at all times
- To make sure we achieve level 5 hygiene award consistently
- To have oversight of the fridges/freezers, pantry and the stock rotation of all food
- To ensure we have a consistent range of homemade cakes to be available daily
- To feed into the rota preparation in order to ensure Companions are allocated to the correct posts
- To ensure basic food items are available in the Community
- The café Manager will be responsible for training Companions who will be working in the café
- The post holder will manage the lunch and supper services to run effectively for all the Community meals (approximately 30- 40 people)
- To adapt menus in line with what we receive through Fareshare and other food donation services.
- To develop relationships with local providers such as butchers/bakers etc
- The post holder will also be responsible for all aspects of Health and Safety in the workplace that relate to the field of catering
- To take responsibility for all food ordering
- To ensure the café looks amazing and is a real asset to the site and a draw for new and existing customers

## **Business Development**

- Create and implement a year-round calendar of food offers and activities which add interest and further income, driving footfall and raising awareness of the Emmaus brand
- To develop new initiatives within the café such as a micro bakery or outside pizza oven
- To work alongside the Director and the Business team to develop the café and food offer in order to maximise sales and reach whilst delivering on our remit to support those in most need.
- To develop the café and food offer to link in with future developments
- To maximise sales and reach by linking in with our regional Comms officer and making the most of social media and press releases.

## **People Management**

- To ensure Companions are trained appropriately to carry out their tasks within the café and kitchens
- To recruit, train, organise, supervise, and inspire volunteers
- To collaborate with the Support team to ensure Companions are suitably supported in the workplace and that critical information is shared appropriately
- To work closely with the whole team to ensure good communication and healthy working
- To welcome every customer in such a way that they want to return and to build relationships with the local and wider community

## **Financial Management**

- To assist and contribute to the development of business plans 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
- To oversee the ordering and stock control in line with the designated budget
- To manage the till systems, cash and card machines in the cafe

## **General**

- To ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal and statutory requirements food trading 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.

## Café/Catering Manager Person Specification

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### Essential

- Extensive catering management experience
- Extensive catering skills within a commercial environment
- Experience of managing a Café or catering outlet
- Excellent baking skills
- Experience of coaching, team building and motivating others
- Experience of stock control and ordering to a budget
- Experience in maintaining professional boundaries
- Ability to keep scrupulously clean
- Experience and knowledge of pricing menus
- Capable of lone working at times
- Reliable, punctual and trustworthy
- Physically fit, healthy and mobile
- Resilient and good team player

### Desirable

- Marketing experience and knowledge of using social media
- Trained as a chef
- Experience of working with people with complex needs

### Personal Characteristics

- 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 on Friday 27th August 2021.

Those shortlisted will be invited to an interview to be held on Wednesday 1st September 2021 at our Ditchingham site.

## Safeguarding and Right of Work in the UK

The role will involve working with companions and in the community so you 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.