

Finance Administrator

Application Pack

July 2022



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**July 2022**

Dear applicant

Thank you for showing an interest in working for Emmaus Norfolk and Waveney. We are looking for a Part time Finance Administrator to join our team.

This post is responsible for supporting the day to day running of the Emmaus Norfolk and Waveney Community, specifically relating to financial and administrative matters.

If you have excellent communication skills, are willing and open to work in an environment supporting people with complex needs 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 and a charity at a point of much development.

To apply then please send your CV, supporting statement showing how you meet the person specification and the additional details form as soon as possible

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

Best regards

Cecile Roberts

**Director – Emmaus Norfolk and 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 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.

**About Emmaus Norfolk and Waveney**

Our community opened in 2011. Over the past 11 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 up to 32 previously homeless and socially disadvantaged people – known as Companions. We offer the opportunity to rebuild 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, a shop in Norwich in the Castle Quarter and we are part of a framework working with Norfolk County Council delivering furniture and white goods to people 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, 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 administrative and financial management skills and the capability and resilience to work in a fluid environment with competing priorities. You will have the people skills required to engage positively with Companions and the flexibility to work within a team that needs to manage a range of far reaching responsibilities.

The current team is comprised of Director, Community Development Manager, Site Development Manager, Business Development Manager (recruiting) Community Support Worker (residential) x2, Retail Manager, Retail coordinator x 2 apprentices, Driver / Installer, Catering/Café Manager.

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**Administrator Job Description**

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| Job title: | Finance Administrator |
| Reports to: | Business Development Manager and the Treasurer |
| Location: | Ditchingham |
| Date: | July 2022 |
| Hours of work | 25 hours p/w Tuesday - Friday |

Overall Purpose of the Job

To maintain and develop financial and office systems. To be responsible for the monthly management accounts and reporting to the Board. To be responsible for all the bookkeeping systems, petty cash, cashing up, banking and oversite of the budget as well as some administrative tasks such as maintaining office supplies, general correspondence and managing the incoming mail.

Accountabilities

**Companion support/Community administration**

* To observe best practice when communicating with Companions regarding purchases and administrative concerns
* To maintain the rent account
* To manage all Companion allowances and leaving monies

**Retail operations**

* To manage the till systems effectively and ensure banking is carried out in accordance with our policy
* Maintain and develop the financial systems in accordance with our growing business strands such as weekly, monthly and annual accounting reconciliations and report on management accounts, trends and cash flow forecasts
* Manage the administration of specific growth projects as outlined in the Business plan.
* Manage the administration of grant funded projects that require evaluation and monitoring
* Manage and undertake VAT returns
* Ensure all Gift Aid is processed correctly
* Manage internet, cheque and credit card payments
* Manage cash flow – retail sales/donations/petty cash
* Maintain our database inputting (donors/beneficiaries etc.)
* Able to work with till system (Micromkt) and the interface to accounting system and gift aid.
* Undertake bank and credit card reconciliation.
* Able to use spreadsheets for record keeping analysis and reporting.
* Competent with productivity tools on office systems.

**General**

* To ensure office supplies are ordered in a timely fashion
* To manage the ordering and invoicing, maintaining the sales purchase ledger
* To carry out ad hoc minute taking
* To carry out general administrative duties
* To be flexible and willing to carry out any reasonable duties needed to assist the community and business operations, including participation in team meetings
* To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.



**Administrator Person Specification**

* Educated to GCSE level or equivalent, desirable to have passes in English and Maths education
* At least 3 years’ experience working as an administrator
* Good knowledge of online accounting systems (QuickBooks/Sage/Zero)
* Qualification in Bookkeeping or Accounting Technician or nearing completion of qualification
* Excellent customer service skills
* Accountancy knowledge
* Experience of office management
* Able to maintain and develop financial and administrative systems with ease

**Personal Characteristics**

* Organised and punctual
* Calm and compassionate
* Recognises, responds and adapts appropriately to change easily
* Flexible and adaptable to meet the needs of the community and business
* Has an understanding of and belief in equality
* Effective communication skills - including written, verbal, listening skills
* Enthusiastic with a ‘can do’ attitude
* Has an understanding of and empathy for in the work of Emmaus, and an ability to uphold Emmaus’s values
* Ability to maintain professional boundaries

**Other Core Competencies**

* Speak to people in a positive way, to make sure messages are easily understood and people are valued and respected
* Accept challenges and constructive criticism gracefully, with humility and emotional intelligence
* Look for solutions to problems and take ownership to ensure they are resolved
* Demonstrate integrity, accountability and transparency
* Take the initiative and not wait for things to happen
* Deal effectively with multiple priorities

**Terms and Conditions of Employment**

* Salary of £18000 - £25000 pro rata depending on experience
* Working Hours – hours are 25 hours per week, Tuesday to Friday
* Flexible Working – Options available, subject to the requirements of individual roles
* Annual Leave – 25 days per annum, plus bank holidays pro rata
* 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, covering letter and a one-page explanation of how you meet the person specification to Jo Andrews by 22/07/22

[joandrews@emmausnw.org](mailto:joandrews@emmausnw.org)

Those shortlisted will be invited to an interview to be held on 28/07/22

**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.