



**emmaus**  
Norfolk & Waveney  
working together to end homelessness



# Application Pack

## Charity Retail Coordinator

*Because everyone needs a bed and a reason to get out of it*



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Abbe Pierre  
Emmaus Founder



Dear applicant

Thank you for showing an interest in working for Emmaus Norfolk & Waveney. We are looking for a Charity Retail Coordinator to join our awesome team!

The post holder will be responsible for overseeing parts of our retail operation and supporting companions (our residents), to deliver this service. The companions have all experienced homelessness and many have experienced multiple traumas.

You will need to have a full driving licence and be prepared to step in as a driver of a 3.5 tonne van. Your role will include supervision of a team of companions, most of whom have prior experience working within our existing second-hand retail businesses, which includes furniture collection and logistics.

You will ensure the logistics run smoothly, waste is handled in accordance with law and an environmentally conscious framework, customer service is excellent at all times, health and safety is monitored and upheld and the companions are supported in training.

You will work in tandem with our two existing Retail Coordinators who manage the second-hand retail shops and the Norfolk Assistance Scheme and the new property clearance arm. You will be supported by the Social Enterprise Operations Manager who will be your direct line manager.

This is an exciting opportunity for someone who has experience in this line of work but wants to be part of something a bit different. This role would suit someone who wants to make a difference by working as part of a dynamic charity and who would relish supporting others to reach their potential.

Emmaus is a unique organisation, and you would join us at a time of exciting evolution for the federation. Emmaus Norfolk and Waveney are notorious for thinking outside the box and taking on ground-breaking projects.

You will be part of a movement against poverty that spans globally and may have the opportunity to venture to Europe and beyond as part of the team at Emmaus Norfolk and Waveney.

This post would suit someone who would like to work directly alongside the beneficiaries of Emmaus, as well as having the opportunities to work cohesively with the whole team to support both income generation and companion development.

So, if you have proven charity retail experience or similar transferable skills, great communication skills, can hit the ground running and are excited about working with people from a range of backgrounds and have a positive "CAN DO" attitude we would LOVE to hear from you!

You will be joining a very friendly and enthusiastic team who are passionate about what they do and a charity at a really exciting time. However, this is a working environment like no other, so please do some serious background reading before applying and think about visiting our Ditchingham site if you haven't already. For the right candidate moving to pursue this role we might be able to offer a live in package.

I am more than happy to answer any questions you might have in advance of applying, either over the phone or in person, just get in touch using the below email.

Best wishes,

Cecile Roberts

**CEO Emmaus Norfolk & Waveney**  
**[cecileroberts@emmausnw.org](mailto:cecileroberts@emmausnw.org)**



# 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. 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 enterprises, where they support themselves and one another. There are currently over 850 companions living at 29 Emmaus communities across the UK.

Rather than relying on benefits, Emmaus has social enterprises to generate revenue that pays for companions' home, food and upkeep, as well as support with wellbeing. 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.

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.

# How it 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:

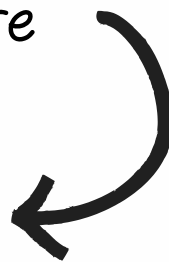
- That companions work (volunteer) for 40 hours per week, or give as much time as they are able, in the community's social enterprises
- That they behave in a respectful way towards one another
- That no alcohol or illegal drugs are used on the premises
- That they sign off all benefits, with the exception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

## Meet Chloe



"I was in partial denial of how bad my addiction was even when I got to rehab, so when the physical side effects started it was scary. I had been drinking heavily since I was 11 years old, it's been a huge chunk of my life, I'm only 22 now. I needed the first week just to get over the withdrawal symptoms, that first night was awful. I don't remember a huge amount about the first week, but it was just horrid."

Read Chloe's full story here





# 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:

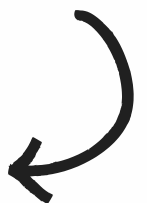
- Keeping people out of hospital and helping them to be safe and well, saved the Department of Health £1,478,506 for NHS and emergency service costs
- Emmaus saved local government £2,447,612 which would have been spent on hostel accommodation, drug and alcohol services and landfill
- Keeping people 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.



For every £1 spent  
with Emmaus, £11 is  
generated in social benefits

Read more about  
Emmaus Norfolk &  
Waveney here



# Job Description



## Job Title

Charity Retail Coordinator

## Reports to

Social Enterprise Operations Manager

## Location

Ditchingham

## Overall purpose of the job

To be part of a team coordinating the Charity retail and property clearance enterprises.

Working collaboratively with the whole team so that we can develop and adjust operations to maximise effectiveness of service and income generation.

Most importantly, this role must support the companions to develop and enhance their skills and potential through service delivery and additional training whilst working alongside the support team and their ongoing work with companions.

# Accountabilities

## Operational

- Utilise the framework in place to deliver excellent customer service, but be proactive in making adjustments as we learn and grow
- Oversee the logistics of the service and support the companions to enable excellent customer service
- Oversee the visual merchandising and stock processing in our shops and warehouses
- Work with the Marketing, Events & Comms Coordinator to maximise the marketing potential of our stock and shops
- Manage all paperwork relating to this service and pass on to the finance team
- Oversee all health and safety relating to this service with support from your line manager and the Site Development Manager
- Work with the retail team and companions to carry out property clearances in the most effective, organised and safe way possible
- Work with the support team to ensure the team of companions receive additional training that will support their life opportunities and move on pathways
- Oversee the small recycling area on site ensuring all items are broken down and sorted properly and that all items for resale are stored appropriately and moved out into the shops





## Business Development

- Work with the Social Enterprise Operations Manager, retail coordinators and the CEO to refine and grow the charity retail service
- Be proactive and responsive in order to develop the service to build quickly and deliver well, in turn stepping up to be our largest income generator. This will enable us to support more people recovering from the experience of homelessness

## People

- To collaborate with the whole team to ensure joined up approaches
- Take part in weekly team meetings and occasional companion reviews
- To work intuitively and sensitively with companions to ensure that you are considerate of their needs whilst supporting them to grow confidence and build skills
- Deliver excellent customer service

## Financial

- Work within the agreed framework to ensure all paperwork and recording is up to date and processed on time
- 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

- 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, including holiday/sickness cover
- Participation in, and delivery of, team meetings
- To understand and work in accordance with the principles of Emmaus and uphold its values and ethos

# Person Specification

## Essential

- Previous retail experience
- Experience of waste disposal and the associated legislation
- Computer literate and comfortable with technology
- Understanding of manual handling
- Administrative skills
- Customer service skills
- Good communication skills
- Able to drive a 3.5 tonne van
- Full clean driving licence, with own car

## Desirable

- PAT testing trained preferable but not essential
- An understanding of working with vulnerable people
- Understanding of project development
- Experience in the charity retail sector
- Advanced cleaning certification
- To be able to deliver training to companions, staff and volunteers
- Experience in maintaining professional boundaries

## Personal Characteristics

- Hardworking and energetic
- Organised and target led
- 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 individual and organisational needs
- Able to answer people's concerns 'on their feet'
- Has an understanding of and empathy for the work of Emmaus, and an ability to uphold Emmaus values
- Strong emotional resilience and able to identify when external support is needed for self and others

## Other Core Competencies

- Ability to ensure that companions, customers and colleagues feel their views and opinions are heard and respected



# Emmaus Package

- Salary of £26,000 per annum
- Working Hours – full time hours are 40 hours per week, a 5-day week over Monday to Sunday
- Flexible Working – Options available, subject to the requirements of individual roles
- Annual Leave – 25 days per annum, plus bank holidays
- Pension – Stakeholder pension
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – a 24/7 employee assistance scheme is available

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## 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, by email to [joandrews@emmausnw.org](mailto:joandrews@emmausnw.org) by close of business on 3 May 2024.

Those shortlisted will be invited to an initial first interview to be held on 10 May 2024.

## Safeguarding & Right of Work

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

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## Contact

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**[www.emmaus.org.uk/norfolk-waveney](http://www.emmaus.org.uk/norfolk-waveney)**



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**Charity Number: 1136584**

**Company Number: 7276977**

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