



emmaus
Norfolk & Waveney



Application Pack

Site Maintenance Worker

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

Dear Applicant,

Thank you for showing interest in working for Emmaus Norfolk & Waveney. We are looking for an experienced tradesperson to join our awesome team!



We are in the middle of a huge development to create a social enterprise Bed & Breakfast which will generate new income and transform our site into a destination centre. Last year, with funding from the Heritage Lottery Fund, we undertook the conservation of the old refectory, transforming it into a 50-seat dining room. We replaced all the rainwater goods and did vast amounts of repointing, capping on the chimneys, and replacing upper floor windows on our convent build. Now our property is watertight and we can commence the second phase, internal works which will result in the opening of the B&B.

The post holder will be responsible for undertaking maintenance and the redevelopment of our beautiful heritage buildings and associated premises. This role involves working to a planned schedule of works to redevelop the upper floor of the Old Convent building, consisting of former nuns cells, into a 25-room B&B social enterprise whilst undertaking maintenance and landscaping on our 8-acre site in Ditchingham which also includes our retail shop.

Our site development team has the benefit of our residents, known to us as companions, working alongside us on projects. On many occasions you will have more hands on deck and supporting companions to learn new skills, and increase their stamina and confidence. We provide opportunities for companions to contribute to income generation through our social enterprises which enables the community to flourish and develop.

This exciting role would likely suit an individual who has a strong background in joinery. However, you must have a sound understanding of building and maintenance work, ideally with a heritage construction background. You will also feel confident in supporting companions to assist in building and maintenance work. The post holder will need to have a good understanding of Health and Safety. Funded Health and Safety training is available along with other CPD.

The successful post holder will be directly managed by the Site Development Manager. Also, as part of the larger B&B project you will be working alongside our trusted construction company, N.D Willan, Architect, Tim Bunn and other subcontractors. Therefore this role requires an efficient communicator who works well in a team and is happy to undertake instruction from project leaders.

If you are a physically capable jack-of-all-trades with a passion for carpentry, have an in-depth knowledge of maintenance procedures, the ability to undertake grounds work and landscaping, vast amounts of creativity and flair, great communication skills and an appetite for supporting people from a range of backgrounds with 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 visit the 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. If you would like to arrange an informal discussion about the role, please email annahunter@emmausnw.org

Kind Regards
Anna Hunter
Site Development Manager
01986899019

Job Description

Job Title

Site Maintenance Worker

Reports to

Site Development Manager

Location

All Emmaus NW Sites

Hours

Full time 40 hrs/pw 5 day week over
Monday - Sunday

Fixed term contract for 12 months
with a possibility of extension

Salary

£28,000 -£32,000 p/a

depending on experience

Role requires availability to support with
emergency response and operational
issues at weekends and out of hours.

Overall purpose of the job

Are you a skilled builder, with a passion for carpentry? We are seeking a dedicated and experienced builder to join an exciting project whilst helping us maintain and enhance our properties of mainly Grade II listed buildings.

Emmaus Norfolk and Waveney is based on a rural site with a long and rich heritage. We take pride in preserving the character of our surroundings and improving the environment for all who live, work and visit the site.

Learn more about Emmaus and what we do below.

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.

Emmaus has social enterprises that contribute to 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 people experiencing homelessness, 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



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It's the first time in my entire life that I've actually seen a future and not just the next day.



Read Chloe's full story here



Our impact

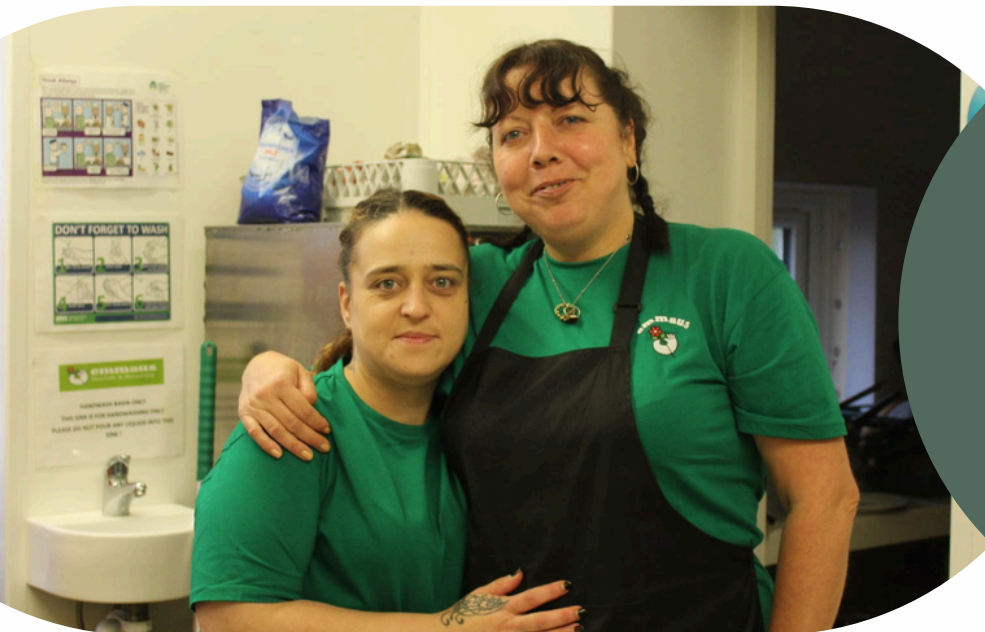
Emmaus doesn't only have a significant impact on the lives of people who have experienced homelessness and social exclusion, it also brings wider social and economic benefits.

Research carried out 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



Site Maintenance Worker

Role Summary

Our Site Maintenance Worker is expected to have very strong organisational and time management skills, display natural leadership and possess excellent communication skills with a great eye for detail.

These duties will include, please note this list is not exhaustive:

- following a planned program of works to restore the former nuns cells and develop a Bed & Breakfast
- conducting quality and Health & Safety assessments
- scheduling repairs
- keeping inventory
- working to and updating preventative maintenance procedures
- availability to support with emergency response and operational issues at weekends and out of hours

Our ideal candidate will be a jack-of-all-trades with a passion for carpentry but with an in depth knowledge of:

- maintenance procedures
- woodworking and appliances
- grounds work and landscaping

To ensure success, our Site Maintenance Worker should display strong problem solving and decision-making skills with a solid understanding of heritage building maintenance, repairs, refurbishments and team leadership.

What we offer:

- A supportive and collaborative working environment
- The chance to work in a picturesque setting with a strong sense of community.
- An opportunity to potentially live in, if required
- 25 days annual leave per annum, plus 8 bank holidays pro rata by arrangement
- Pension – Stakeholder pension
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – 24/7 employee assistance scheme is available

Responsibilities:

- Undertake daily construction and maintenance tasks including, but not limited to, carpentry, painting and general grounds keeping
- To ensure the group of buildings are regularly inspected, maintained and repaired to provide a safe, secure, and pleasant environment for the people who live here, staff and visitors in line with all statutory and regulatory requirements
- Work alongside a team of companions, supporting them to develop skills and knowledge
- To ensure that all critical systems and services such as drainage, water, lighting, heating, fire, and related alarm systems are functioning appropriately
- Collaborate with current trusted trades people to execute building enhancement and repairs often alongside architects and other designers/engineers
- To complete Property Condition Reports to ensure compliance and tracking of life safety/safety issues, as well as physical plant deficiencies
- Ensure work is completed to the highest standards of quality and safety
- Manage materials and resources efficiently to minimise waste
- Communicate effectively with team members to understand their needs and expectations
- To maintain and update a well-planned & effective preventative and reactive maintenance regime in line with our existing system
- Work as part of a team ensuring the properties and grounds are well maintained, safe, clean and tidy

About you:

To be successful in the role of Site Maintenance Worker it is desirable to hold a relevant trade qualification and be able to demonstrate competence in one or more of the following trades: joinery; decoration; plumbing; electrics or proven experience and ability in a similar building's maintenance role. A full driving licence with access to a vehicle is required. Larger vehicles are available for the use of collecting materials.

Other Key Skills & Experiences:

- At least 2 years practical experience as a builder or within a similar maintenance-based role, preferably across a range of property types.
 - The ideal candidate must be able to complete physical tasks on our vast site, physical strength and endurance is a requirement of this post.
 - Proficiency in carpentry and masonry skills including lime work, and general construction skills.
 - Experience of receiving reactive maintenance requests with the ability to respond as necessary to meet timescales and target dates.
 - Sufficiently experienced in lone working and ability to work on allocated tasks without or with minimal supervision or as part of a team.
 - An enquiring mind and the ability to solve property related problems.
 - Good English written and verbal communication skills are required together with the ability to complete maintenance documentation and records accurately and reliably using Microsoft 365 and related communication tools.
 - A sound understanding of the principal requirements of Health & Safety, Fire Risk Assessments & Water Hygiene Service Risk Assessments in a workplace and HMO, legionella responsible person experience would be desirable. Full training is available.
 - Strong knowledge of heritage construction techniques.
 - Ability to undertake general gardening duties including mowing grassed areas, tending to plant areas, cutting back shrubbery and bushes/hedges etc.
 - A full driving licence with access to your own vehicle is required for this position.
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Safeguarding & Right of Work

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 to apply:

If you're passionate about construction and maintenance and want to contribute to the preservation of our beautiful convent and grounds, we want to hear from you.

Every job role at Emmaus Norfolk and Waveney contributes to making a difference to people's lives and we have an exciting opportunity for a Site Maintenance Worker to join the team. You will be expected to uphold the charity's aims and objectives and ensure that the properties and associated grounds are kept in a safe, well maintained and compliant manner at all times.

Please send your CV & a covering letter detailing how you fit the role and why you want to join our team to annahunter@emmausnw.org

For an informal chat about the role get in touch with Anna Hunter via email above or call her on 01986 899019

Applications will be reviewed and relevant applicants will be invited to interview. The role will close once a suitable candidate has been selected.

Contact



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Belsey Bridge Road
Ditchingham
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annahunter@emmausnw.org



www.emmaus.org.uk
/norfolk-waveney



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Charity Number: 1136584

Company Number: 7276977