



emmaus
Norfolk & Waveney



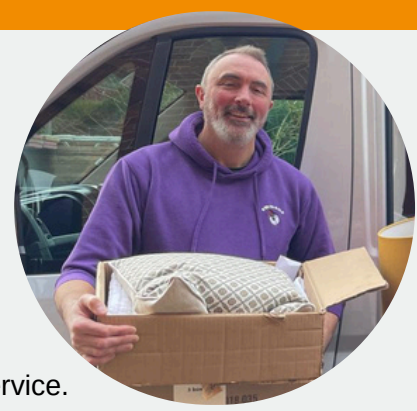
Application Pack

Driver & General Assistant

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

Dear Applicant

Thank you for showing an interest in working for Emmaus Norfolk & Waveney. We are looking for a van driver and general assistant to join our team!



We are currently going through a real period of growth in our retail social enterprise activities which include charity shops in Norwich city centre and Ditchingham, a café and a specialised house clearance service.

Vital to this continued growth is our ability to turn donated items into income through our charity retail activities, whether collecting, processing or delivering items your hard work will make a real difference to how the whole team operates.

The post holder will join a team of volunteer and companion drivers who collectively keep our donations moving. As the only paid member of the driving team, you will have responsibility for ensuring that our operating procedures are followed which will include maintaining vehicle checklists, completion of delivery paperwork including Gift Aid processing, route planning and ensuring excellent customer service. A large part of your role you will be working alongside and supporting companions, our residents, to learn new skills and increase their stamina and confidence.

We have a fleet of vehicles ranging from small transit style vans through to 3.5 tonne box vans with tail lifts. Experience with these types of vehicles would be a distinct advantage, however, providing you are confident in manoeuvring larger vehicles (there will be a driving observation as part of any interview) then we are interested in hearing from you.

This is a physically demanding role, so you need to be able to demonstrate your ability to move large, awkward objects around often tricky spaces. However, you will always be working as part of a team so don't think you'll be lifting everything on your own, if you're a great problem solver you might well find that brains outweigh brawn, especially when you are trying to fit a six-foot settee through a five-foot door.

The Successful post holder will be directly managed by the Head of Social Enterprise Operations and will join a team of vastly experienced operators who keep our social enterprise operation growing. The great thing about working here is that you will really become part of a team where your opinions are valued, and you get to make a real, instant and impactful difference to the charity and the people we support.

Emmaus Norfolk and Waveney is a great place to work, we have our challenges, but we face them together, staff, volunteers and companions working for each other and ourselves. Driving and lifting are important parts of this role, but so is listening, being empathetic and having an ability to get the job done despite the issues of the day. If you feel you would like to be a part of the team please get in touch, or if you've read this far and think it sounds good, but you are not sure you meet all of the criteria, also please reach out for a chat I'd love to hear from you.

One last thing, Emmaus is a working environment like no other, so please do some serious background reading before applying and if you get the chance, 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 markjohnson@emmausnw.org

Kind Regards
Mark Johnson
Head of Social Enterprise Operations
01986 899018

Job Description

Job Title

Driver & General Assistant

Reports to

Head of Social Enterprise Operations

Location

All Emmaus NW Sites

Hours

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

Salary

£25,400 per annum

Overall purpose of the job

To undertake deliveries, collections, and installation of white goods on behalf of Emmaus Norfolk & Waveney.

We're looking for a confident driver & team player to support our deliveries, collections and Property Clearance Service.

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 contributes 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



“

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



Driver & General Assistant

Accountabilities

- Drive vehicles safely to collect and deliver items and dispose of items at the waste site as necessary.
- Check collected items conform to legislation, with fire safety labels on all soft furnishings.
- Manoeuvre, lift and carry furniture and other goods to and from vehicles, in and out of buildings, up and down stairs in a safe manner.
- Deal with customers in a positive manner demonstrating good customer service.
- Lead the companions (our residents) in ensuring all stock is taken care of, not damaged and stored appropriately in the van, retail and warehouse areas.
- Conduct stock counts in storage areas and complete associated paperwork.
- Carry out basic weekly fleet management i.e. tyre pressure, fluid checks, lighting checks and other routine safety checks.
- Facilitate the learning and skills development of companions (in terms of driving, administration, customer services etc.) and to liaise closely with the Support Team.
- Champion the Gift aid system and mentoring companions to follow gift aid procedures.
- Assist in effective logistical system delivery and partake in developing and innovating our systems.
- Responsible for mentoring and supervising companions when out on the road.
- Follow all health and safety procedures, instruction and training at all times.
- Undertake continued personal development to ensure best practice is used both supporting companions and developing the charity retail.
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.

What we offer:

- A supportive and collaborative working environment
 - 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
-

Person Specification

- Ability to read and write effectively and operate electronic equipment such as laptops, tablet computers and mobile phones.
- Previous driving experience.
- Desirable to have evidence of continued professional development, ideally health and safety, equal opportunities, customer service
- Desirable to have recent charity retail experience and working with volunteers
- Excellent customer service skills
- Desirable, clean driving license (3 points may be considered)

Personal Characteristics

- 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.
- Strong emotional resilience and able to identify when external support is needed for self and others.

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.

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.

Storing & Use of 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.

How to apply:

To apply please send your CV and short covering letter saying why you are interested in the role to markjohnson@emmausnw.org, closing date 03 April 2025 at 9am.

Those shortlisted will be invited to an assessment interview on either the 8th, 9th or 10th April dependant on your availability. If you have not heard from us by Saturday 5th April 2025 unfortunately your application has been unsuccessful.

Contact



Emmaus House
Belsey Bridge Road
Ditchingham
NR35 2DT



01986 899018



markjohnson@emmausnw.org



www.emmaus.org.uk/norfolk-waveney



[emmausnorfolk-waveney](https://www.facebook.com/emmausnorfolk-waveney)



[emmausnorfolk-waveney](https://www.instagram.com/emmausnorfolk-waveney)



[emmaus-norfolk-waveney](https://www.linkedin.com/company/emmaus-norfolk-waveney)



Charity Number: 1136584

Company Number: 7276977