



emmaus
North East



Applicant Pack
Area Retail Manager



Contents

Thank you for your interest in the role of Area Retail Manager at Emmaus North East.

This pack provides you with useful information about our organisation, the job role and the application process. Please take the time to read this pack and our website to find out more about our charity, community and social enterprises.

emmaus.org.uk/north-east 

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Emmaus overview

Emmaus is a secular organisation supporting homeless and socially excluded people. There are currently 30 Emmaus communities across the UK, providing a home and meaningful work to more than 850 people who have experienced homelessness, known within Emmaus as companions. In addition to this, there are three emerging groups working to establish new communities locally.

Emmaus is different to a lot of homelessness charities as it provides someone with a home for as long as it is needed, not just a bed for the night. Companions, as residents are known, each get their own room and access to communal areas where they eat and socialise together.

Social enterprise is central to the Emmaus model as it provides meaningful work for companions but also generates a large proportion of the funding needed to maintain communities. Having something to do every day provides structure and a sense of purpose to companions.

This work plays a huge part in helping to restore the self-esteem that many people lose when they are homeless, and enables them to make the most of their existing skills, while learning new ones.

Emmaus communities deliver a significant return on investment. Research shows that for every £1 invested in a community, there is an £11 return, with savings to the benefits bill and health services, and a reduction in crime reoffending.

Solidarity, helping others less fortunate than yourself, is central to the Emmaus way of life. Everyone at Emmaus, including companions, staff, trustees and volunteers is encouraged to carry out acts of solidarity to support people who need it most.

For companions in particular, this has a huge impact on their confidence and self-worth, showing them that they can make a difference to someone else's life and add value to the lives of people around them.

How Emmaus works

Emmaus North East supports people who have experienced homelessness and social exclusion. We offer:



A home for as long as someone needs it

In our Emmaus community, everyone has their own furnished bedroom. It is their space for as long as they need it. All bills are covered, basic toiletries are provided and fresh meals are prepared in the communal kitchen. Living and dining areas are shared spaces where people can relax and socialise together.



Meaningful work in a social enterprise

The people we support spend time working in our social enterprises and community. For many, taking part in meaningful work gives them a focus and routine each day. The opportunity to become an active part of society, and make a contribution to it, plays an important role in restoring their self-esteem.



A sense of belonging and community

We offer the companionship, support and sense of belonging that many people who have experienced homelessness may have lost. It's a safe and caring place where people can settle and rebuild their lives. Our community enables people to share their experiences and benefit from peer to peer support.



Thanks to Emmaus, I have a calm and stable life, something which I have not had in years. I feel as though I could have a future, which going back two or three years I wouldn't have seen as a possibility.

Michael, Emmaus North East companion





Emmaus North East overview

Emmaus North East is a local charity supporting people who have experienced homelessness and social exclusion by providing a home and an opportunity to get back on their feet. The people we support (known within Emmaus as companions) live and work together in our community home and social enterprises.

Our residential community is a place where people can make it their home, make new friends, gain confidence, and get access to the support needed to secure their own home. Whilst at Emmaus North East, companions have a chance to improve their health and wellbeing, learn new skills and gain qualifications.

In providing companions with the space, stability and support they need, we enable people to take stock of their lives and make positive changes for the future. This approach is proven to produce long-term sustainable results for people who have been stuck in the cycle of homelessness.

Here at Emmaus North East, we have a small staff team and accommodation for up to 22 companions. We are also supported by a dedicated team of local volunteers who give their time to help out in our social enterprises in Low Fell, Hebburn and South Shields.

All companions directly contribute to the success of Emmaus North East by helping in our community home and social enterprises. This provides people with a focus each day and work experience to enhance their future opportunities.

Working at Emmaus North East can be demanding at times but also very rewarding, especially seeing people overcome challenges and achieve their goals. No two days are the same at Emmaus and you can be sure of a diverse mix of people to keep every day interesting. We're working together to end homelessness and have exciting plans to further develop our community and the impact we have in the local area.

Our mission

is to enable homeless people to rebuild their lives through support and social enterprise that enriches and involves the local communities across the North East.

Our values

Create an environment of

Empowerment

by valuing and respecting every person and opposing injustice.

Enablement

by being transparent and honest in all of our dealings and demonstrating solidarity and support for those in need.

Involvement

by sharing and exchanging resources, skills and learning, and giving support to foster interdependence and independence.



Emmaus movement

Emmaus North East is an independent local charity that is governed by a board of trustees. Whilst our work is focused locally, we are also part of a much wider Emmaus movement. We are a member of the Emmaus UK federation, Emmaus Europe and Emmaus International.

The history of Emmaus began in Paris in 1949 when the first Emmaus community was founded by Father Henri-Antoine Grouès, better known as Abbé Pierre. He was an MP, Catholic priest and former member of the French Resistance who fought to provide homes for those who lived on the streets of Paris.

After the first Emmaus community opened, many more were established across France. Abbé Pierre became an international figure and travelled the world spreading the word about Emmaus, leading to new communities being set up on four continents. Abbé Pierre continued to campaign until his death, in January 2007, aged 94.

There are currently more than 400 Emmaus groups spread across 41 different countries around the world. Across the globe, all Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. All share the same goal; acting against the causes of poverty and being vehicles for social transformation through allowing the poorest to become actors in their own lives.

The first Emmaus in the UK opened in 1991 and there are now more than 850 companions living at 30 Emmaus communities across the UK, stretching from Glasgow to Dover. No two Emmaus communities are the same – each has its own individual personality, providing a set of services that meet the needs of its local area.

Find out more about the roots of Emmaus and how the movement has developed to serve people in need.

emmaus-international.org/en/ 



Area Retail Manager

Role overview

- Manage and develop the existing retail offer of Emmaus North East
- Implementation and delivery of the Chief Executive Officer's plans to bring improvements to all physical retail provisions – to include auditable procedures and processes in a scalable format as part of any KPIs assigned to the role
- To explore opportunities to open and develop new retail outlets in the local area and regionally (Tyne & Wear) and to maximise sales and income
- Managing and developing companions, staff and volunteers to provide excellent customer service and efficient operations to ensure the financial viability and growth of the charity
- To adhere to the Safeguarding and Professional Boundaries policies with an ability to work with those who are vulnerable

Duties & responsibilities

Accountabilities

Retail Development

- To support Emmaus North East's objective of creating attractive and profitable retail outlets by taking operational responsibility for them
- To support Companions and Volunteers through clear, concise instruction and/or direction in order to ensure Companion/Volunteer-led provisions remain viable and profitable
- To implement effective systems and develop and improve existing processes for merchandising, stock control, and individual accountability for the duties assigned/undertaken
- To ensure the stability of each provision by way of maintaining a regular presence at each site and providing appropriate and proportionate intervention, as required
- To ensure sufficient staffing levels across all provisions so as to prevent unnecessary closures and mitigate financial loss – this includes the need for the role of SRS to be flexible and to provide operational cover if required
- To support the Chief Executive in ensuring that each provision has targets that are generated in advance, regularly reviewed, and provided as a detailed breakdown and that each provision is incentivised to achieve these targets
- To support the CEO in ensuring that existing KPIs are understood and met, and that new or revised KPIs are quickly and effectively implemented
- To take operational responsibility for developing and implementing volunteer recruitment as appropriate for each provision
- To develop a training matrix for all staff, volunteers, and companions ensuring high-quality training is delivered in a timely manner which meets the business need and enhances the skills of the team as a whole
- To streamline processes using the KUDOS system to maximise income from the social enterprises
- To participate as and when required in the Communications and Marketing Strategy
- To support the CEO in meeting the objectives set out in the Strategic Plan and Fundraising Strategy
- To have an ability to identify any operational risks and take mitigating action to reduce these.

Financial Management

- To manage the weekly banking for all nominated retail provisions
- To report to the Chief Exec on outcomes against specific targets, taking swift remedial action when appropriate

People Management

- To recruit, train, organise, supervise, and inspire volunteers, Companions and staff to ensure effective retail operations and Companion development
- To complete scheduled Supervision and Appraisal as appropriate and within the Staff Management Framework

Operational Management

- To maintain excellent customer service and monitor customer satisfaction and KPIs to continually improve the services

Business Development

- Identify and develop proposals for new retail sites and to develop retail strategy alongside the Chief Exec that prioritises Companion and volunteer involvement and income growth

General

- To support the Chief Exec in ensuring 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 retail operations, participate in team meetings, attend 1:1's and appraisals, and complete any and all relevant training
- To understand and work in accordance with the principles of Emmaus International and EUK and uphold its values and ethos



Area Retail Manager

Terms of employment

Salary:	£30,000 per annum
Hours of work:	37 hours per week, some weekends included
Contract:	Permanent
Pension:	Pension scheme offered after completion of a 3 month probationary period
Holidays:	25 days per year plus bank holidays
Training and development:	Individually tailored induction, training and development

Application process

To apply please complete our application form and send to Ruth Parker at ruth.parker@emmaus-northeast.org.uk

If you would like an informal discussion about the role please contact Ruth.

The closing date for applications is 4pm on 16th June 2023.

Those shortlisted will be invited to interview on 30th June and 4th July.