



emmaus
North East



Applicant Pack

Retail Supervisor



Contents

Thank you for your interest in the role of Retail Supervisor.

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



A man with light brown hair, smiling, stands in a workshop. He is wearing a dark polo shirt with a logo that says 'EMMAUS NORTH EAST'. The workshop is filled with various tools, wood, and equipment. A green machine with a '5 YEAR' logo is visible on the right.

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/ 



Retail Supervisor

Role overview

The Retail Supervisors will supervise and develop companions and volunteers to ensure the smooth running of our charity shops and generate the income we need for our charity.

We are looking for someone with retail experience, excellent customer service skills, highly organised and able to develop individuals and a team.

Above all else, our new Retail Supervisors are values-driven; aligned to our mission, vision and passionate about our cause.

Reporting to the Area Retail Manager and working closely with our staff team, companions, and volunteers, the Retail Supervisors will provide pro-active support to ensure safety, quality and great service throughout the Emmaus North East social enterprises.

This is an exciting and rewarding job opportunity for highly-motivated individuals, keen to develop and make a positive difference within a growing charity retail and social enterprise setting

Duties & responsibilities

Role specific

- To develop Emmaus retail and supervise daily functions.
- Supervise companions and volunteers achieving sales targets and generate income.
- Open and close sites – morning & evening.
- Supervise companion and volunteers to meet customer service standards and ensuring customers have a positive retail experience.
- Ensure retail locations are kept clean and tidy.
- Supervise gift aid contributions.
- Support logistics of collections and deliveries.
- Supervise & contribute in terms of sorting donations, price effectively and allocate for sale to maximise sales and income.
- To supervise the team to keep the retail premises clean and tidy.
- To ensure effective merchandising.
- To ensure retail operations are compliant and in line with legislation such as, health and safety, sale of goods act, and current trading standards legislation.
- To work safely and follow safe working practices.

General

- To ensure activities are in line with quality management, health and safety, legal stipulations, 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, and participation in team meetings, attend 1:1's and appraisals.
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos Support, supervise and develop training for companions and volunteers Participate in wider Emmaus activities.
- Be flexible and work in any retail area to support smooth operations – including covering sites when needed.
- Training will be given/arranged as necessary.



Person Specification

Essential

- Retail experience
- Excellent Customer service skills
- IT skills – Word, Excel, Outlook
- Experience of managing challenging behaviour and conflict resolution
- Experience of coaching, team building and motivating others
- Works well under their initiative, self starter
- Previous supervisory experience.

Desirable

- Retail experience – fashion or furniture sales
- To have evidence of continued professional development, ideally health and safety, equal opportunities, customer service
- To have charity retail experience and working with volunteers.

Personal Characteristics

- Recognises, responds and adapts appropriately to change easily
- Highly organised Flexible and adaptable to meet the needs of the community and business
- 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.



Retail Supervisor

Terms of employment

Salary: £12 per hour

Hours of work: Position can be 32 hours full time or two part time positions.

Contract: Fixed term contract for 3 months with the possibility of the positions becoming permanent.

Holidays: Annual leave is 25 days pro rata

Training and development: A full induction will be given and training delivered in all relevant areas.

Application process

To apply please complete our application form and send to our Area Retail Manager Mark Simanis at mark.simanis@emmaus-northeast.org.uk

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

Closing date for applications 1st December 2023

**First interviews w/c 4th and 11th Dec.
Second interviews 20th December 2023.**