



Store Manager Application Pack



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Dear applicant

Thank you for showing an interest in working for Emmaus Oxford. We are looking for a new **Store Manager** to join our team.

An exciting job for a motivated, experienced retail manager, that wants to really make a difference. The Store Manager will oversee and expand our charity retail operation at our superstore on Barns Road in Oxford.

Our mission is ending homelessness and you can play a vital part. The Store Manager is responsible for running our thriving store, selling donated furniture and household goods seven days a week and driving revenue to support our work. This exciting role also involves managing a strong team of staff and volunteers to meet income targets and enhance a thriving, profitable, retail social enterprise. The role supports our values and brand and provides effective leadership, training, and development to staff. Working closely with our Learning & Development manager and Community manager delivering work experience and learning and development opportunities to the ex-homeless men and women [known as companions] who live within the nearby Emmaus community. Your role will embrace customer service, merchandising, staff supervision and everything else you'd expect in a retail environment, plus overseeing house clearance services and a fleet of five vans that play a crucial role to collect donated items and deliver customer purchases.

So, if you have great communications skills, experience of retail management and working with vulnerable people and a positive "can do" attitude we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do.

To apply then please send your completed application form and a supporting statement showing: '**why you want the job**', '**what you will bring to the team**' and '**how you meet the person specification**' by **9:00am on Monday 9th December 2024** to eddieblaze@emmausoxford.org

Interviews will be held week commencing **16th December 2024**

If you would like to arrange an informal discussion about the role, please email eddieblaze@emmausoxford.org

Best regards



Eddie Blaze
CEO
Emmaus Oxford

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, in an Emmaus community. 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 enterprise, where they support themselves and one another. There are currently 750 companions living at 29 Emmaus communities across the UK.

Rather than relying on benefits, Emmaus uses social enterprise to generate revenue that pays for companions' home, food and upkeep, as well as providing a small weekly allowance. 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.

How it works

Unlike a lot of provision for homeless people, Emmaus communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing and a small weekly allowance.

In return, we ask:

- That companions contribute to the community to the best of their abilities.
- That they behave in a respectful way towards one another.
- That no alcohol or illegal drugs are used on the premises.

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.

About Emmaus Oxford

Emmaus Oxford opened in 2009 and consists of a large property, at 171 Oxford Road in Cowley Oxford [owned by A2 Dominion], which accommodates 24 companions, a nearby 4-bed house and we have also recently purchased another house that will be redeveloped into a move-on house with another 4-5 beds.

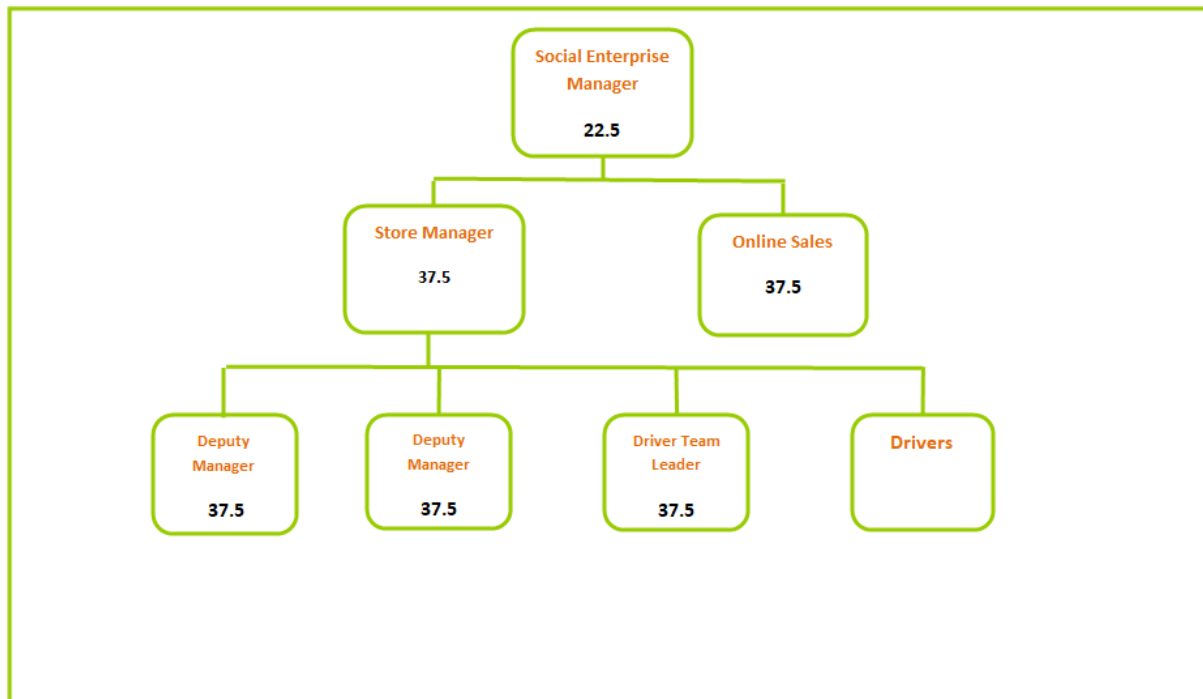
Emmaus Oxford's social enterprise is overseen by our Social Enterprise Manager based in our large retail store at 242 Barns Road Oxford, we also have an online business, operated out of the nearby Templars Square shopping center, and a house clearance business.

We are looking for a retail manager with a proven track record of delivering sales and other KPIs to target, while managing a complex business with a diverse workforce, including individuals with additional support needs

Support is also provided to companions by a team of Progression Workers.

Emmaus Oxford does not receive any government or local government grants, our income comes from; our social enterprise, fundraising and rental income [mostly through housing benefit].

Emmaus Oxford Social Enterprise Staff structure



Job Profile

Reports to:	Social Enterprise Manager
Location:	Emmaus Oxford (Barns Road) and other locations as required
Responsible for:	Deputy Managers x2, Driver Team Leader, Drivers
Hours	Fulltime 37.5 hrs per week
Salary Range:	Circa £35,000 PA dependant on experience

Overall Purpose of the Job

Manage and develop the Emmaus Oxford store on Barns Road Oxford. To lead the team delivering an effective and efficient collection/delivery and House clearance service, merchandising, maximising income ensuring income and gift aid targets and providing an excellent customer service and donation experience. Overseeing the supervision, coaching, training and development of staff, volunteers and companions.

Main Duties and Responsibilities

Leadership

- Lead the team in customer management, engaging positively with customers and taking responsibility for negotiations and difficult encounters.
- Take overall responsibility for health and safety activities within the Barns Road store.
- Monitor and maintain statistical information relating to activity and performance, preparing reports, as required, for the Social Enterprise Manager, CEO, Social Enterprise Committee, Board of trustees and Emmaus UK. Utilise the EPOS / IT system to support efficient Social Enterprise operations.

People

- Line management of: Deputy Store Manager, Deputy Manager [Transport] and Driver Team Leader and team of casual drivers. Including recruitment, coaching, training and 1 to 1s.
- Supervision (via Deputy Managers) of companion team of up to 20 vulnerable adults, ensuring supervision is maintained at all times. Implement practices agreed with SEM to ensure good quality of companion experience in the social enterprise.
- Planning monthly staff rotas for a 7-day week. The post holder will be required to work [in conjunction with the Deputy Managers] Saturdays and Sundays.
- To collaborate with the Community Manager & Support Team on a daily basis to ensure Companions are working to the best of their ability in their work assignments and developing confidence in their roles.
- Develop and maintain a positive working environment for companions, staff and volunteers, building a strong team that feels inspired, motivated, enabled and empowered.
- Work closely with the Learning & Development Manager regarding both companion training in store and participation in development & implementation of companion Learning Pathways.

Retail

- Develop, deliver and maintain a current and relevant product offer and pricing in line with customer and market trends. Ensure pricing delivers good value for both Emmaus and customers.
- Ensure stock management and rotation across all sites to enhance sales and effective product distribution across all locations

- Ensure the attractiveness, cleanliness and effective layout of the store, ensuring suitable displays, merchandising and window-dressing standards.
- Managing customer negotiations and resolving any complaints

Operations

- Responsible for the day to day running of the store, which includes being a key holder, opening and closing and ensuring premises are secure.
- Forecast, plan and implement effective collection strategies by category and channel to maximise revenue and margin. Proactively generating donations of stock and maintaining adequate stock levels.
- Oversee the House Clearance business and ensure income and stock generation targets are met.
- Oversee the induction, training, appraisal and formal supervision and rotation of staff, volunteers and Companions to provide sufficient cover at all times to all aspects of the business – including ensuring cover at weekends as needed.
- Ensure the Gift Aid scheme is fully and correctly utilised and all companions and staff are trained.

Property

- Maintain and develop positive relationships with neighbouring businesses and the local community.
- Reporting action to report repairs and maintenance of premises

General

- Assist in the promotion of all Emmaus activities and campaigns to promote awareness of the organisation.
- Develop and maintain the Community's relationship with the Emmaus movement at regional, national and international levels, and with the wider community and other agencies as appropriate.
- Perform any other tasks or duties deemed necessary by the Social Enterprise Manager, CEO or trustees, including additional duties and responsibilities to cover for holidays and absences.

This job description is an outline of responsibilities and will be subject to review with the post holder in light of the changing needs of the post and charity

Store Manager Person Specification

Essential	Desirable
<p>Education:</p> <ul style="list-style-type: none"> • Good general education to A Level or equivalent- good numeracy and literacy • Basic IT- Word, Excel 	<p>Education:</p> <ul style="list-style-type: none"> • Educated to diploma or degree level.
<p>Skills:</p> <ul style="list-style-type: none"> • Leadership • Retail Management • People Management • Excellent written and verbal skills including report writing • Effective management of cash, till systems. • Work planning, time management, and delegation • Customer service management • Change management • Effective IT skills • Managing challenging behaviour. • Stock Control and logistics management. 	<p>Skills:</p> <ul style="list-style-type: none"> • Conflict resolution • Negotiation/Mediation • Health and Safety training • First aid • Knowledge of Gift Aid
<p>Experience:</p> <ul style="list-style-type: none"> • Supervision/coaching of staff and/or volunteers • Management of a modern retail environment • Working in charity shops or recycling enterprises • Working with vulnerable people 	<p>Experience:</p> <ul style="list-style-type: none"> • Managing managers • Successfully opening a new retail outlet • Working in a social enterprise or not for profit organisation • Charity experience, working with a Board of trustees. • Facilities management • Use of EPOS and operational databases
<p>Knowledge:</p> <ul style="list-style-type: none"> • Merchandising, presentation and pricing in retail • Knowledge of health and safety legislation • Professional boundaries • Safeguarding 	<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge and understanding of homelessness/social exclusion • Emmaus ethos
<p>Other (essential):</p>	

- A belief in the potential of each individual and an empowering approach
- Ability to work flexibly as part of a team and also independently.
- Awareness and acceptance of own limitations
- Resilience and ability to cope with a variety of demands and stressful situations
- Confidence to face and resolve difficult issues
- Commitment to Equal Opportunities and diversity and anti-discriminatory practices.
- Able and prepared to work unsocial hours including weekends.
- Enthusiastic and can-do attitude.
- Honest, trustworthy, reliable.

Terms and Conditions of Employment

- Salary circa £35,000 per annum, dependent on experience
- Working Hours – full time 37.5 hours per week on a 7 day per week rota Monday-Sunday
- Key holding, may involve out of hours contact
- Annual Leave – 33 days per annum, including 8 bank holidays
- Pension – Stakeholder pension
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – a 24/7 employee assistance scheme and Reflective Practice sessions are also available

Emmaus Oxford welcomes applications from people with lived experience of homelessness. We offer flexible working, and we are committed to providing an inclusive workplace. We have signed the Employers' Domestic Abuse Covenant pledge.

Application process

To apply, please return a completed application form, together with a supporting statement showing: '**why you want the job**', '**what you will bring to the team**' and '**how you meet the person specification**' on no more than two sides of A4, and the additional details form and return to eddieblaze@emmausoxford.org by **9am on the 9th December 2024**.

Interview, for those shortlisted, will be held the week commencing **16th December**

Safeguarding and Right of Work in the UK

Emmaus Oxford is committed to our responsibilities for safeguarding and promoting the welfare of children, young people and vulnerable adults. We are committed to recruiting candidates who share this commitment to safeguarding, and therefore we apply robust recruitment and selection procedures to ensure that the people selected are right for the job, and that all candidates are appropriately screened prior to appointment. The role will involve supporting companions, so a Disclosure and Barring Service (DBS) check will be needed to be carried out. This is to check the criminal

records and that the person is not barred from working with '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

A criminal disclosure will be required, prior to appointment, to check any previous convictions. The successful candidate will also need to provide evidence of right to work in the UK and complete a DBS check, references will also be checked.

How we store and use your personal information

Your application 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 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 application form and supporting statement will be passed onto other members of the panel. But before it is passed on the personal information will be removed. This includes:

- Name
- Address
- Age
- Marital Status

This is to protect your personal information, but also to enable us to shortlist 'blind', so that the recruitment process is fair and equitable, and we are encouraging a diverse workforce.