



emmaus
Oxford



emmaus
Oxford

working together to end homelessness

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www.emmaus.org.uk/oxford

Job Pack

Community Manager



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Dear applicant,

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

A key role in Emmaus Oxford, the Community Manager will be responsible for the provision of support to companions, who need help both emotionally and practically, so they can live and work in the community, develop life skills and realise their full potential to find employment and move on when they are ready, manage a large accommodation project and assist in the business operations when required, including supporting companions to attend our Learning & Development programme and engage in meaningful activities through our social enterprise.

So, if you have great communications skills, experience of supporting people with varying needs in an accommodation based environment 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 please send your completed application form, a supporting statement showing: ‘why you want the job & what you will bring to the team’ by 9:00am on 2nd February 2026 to: **helentaylor@c2recruitment.com**

Interviews/assessment day will be held week commencing 9th February.

A handwritten signature in black ink, which appears to read 'Eddie Blaze'.

Best regards
Eddie Blaze
CEO
Emmaus Oxford

About Emmaus

Our Vision: A sustainable world in which everyone has a home and a sense of belonging



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 in a community. While we don't have a set length of stay, companions are expected to move-on into settled accommodation when ready. 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.

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.

“Homelessness ends the moment you walk through the door... the rest is up to you.”

“Emmaus gives people respite and a purpose.”

“Emmaus is the best place to come if you need help to get back on track. I'm a really good example of how it helps and I'm happy that I have a chance at life now.”

About Emmaus Oxford

Emmaus Oxford opened in 2009 and consists of a large property, at 171 Oxford Road in Cowley Oxford [owned by Housing Association A2 Dominion], which accommodates 24 companions, two nearby houses, which are currently being converted into Move-on Houses, will provide a further 8 beds from the Summer of 2026.

Emmaus Oxford's social enterprise is based in our large retail store at 242 Barns Road Oxford, and we also have an online business, which operates from Templars Sq shopping center, and a house clearance business.

Our strategic goals aim to provide increased learning & development opportunities and move-on options for companions over coming years. We aim to provide a service that will see more of our companions moving into fulltime employment and long term settled accommodation. As part of this we are hoping to add a new role of 'Move-on Worker', to the team. Our Learning & Development programme, which is overseen by an experienced Learning & Development Manager, provide extensive resources enabling companions to identify life goals and take steps towards meaningful careers.

Support is provided to companions by a team of Progression Workers and a Counsellor. Our social enterprise is managed by a separate team consisting of a Social Enterprise Manager, two Deputy Managers and a team of Drivers.

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].

Our vision

A sustainable world in which everyone has a home and sense of belonging.

Our mission

To empower people affected by homelessness and poverty to change their lives for the better whilst using our voice to achieve social change.

Our values

- **Respect:** for others, ourselves, and our environment.
- **Sharing:** for resources, skills, challenges and successes.
- **Openness:** to ideas, challenges, and to other points of view.
- **Solidarity:** helping those in greatest need and opposing injustice.
- **Welcoming:** friendly, approachable and inclusive to all.



"Emmaus gave me stability and a fresh start. I've overcome addiction, gained new skills, and now I'm launching my own business. The chaos is gone—this is my time to shine."



Mick, companion at Emmaus Oxford

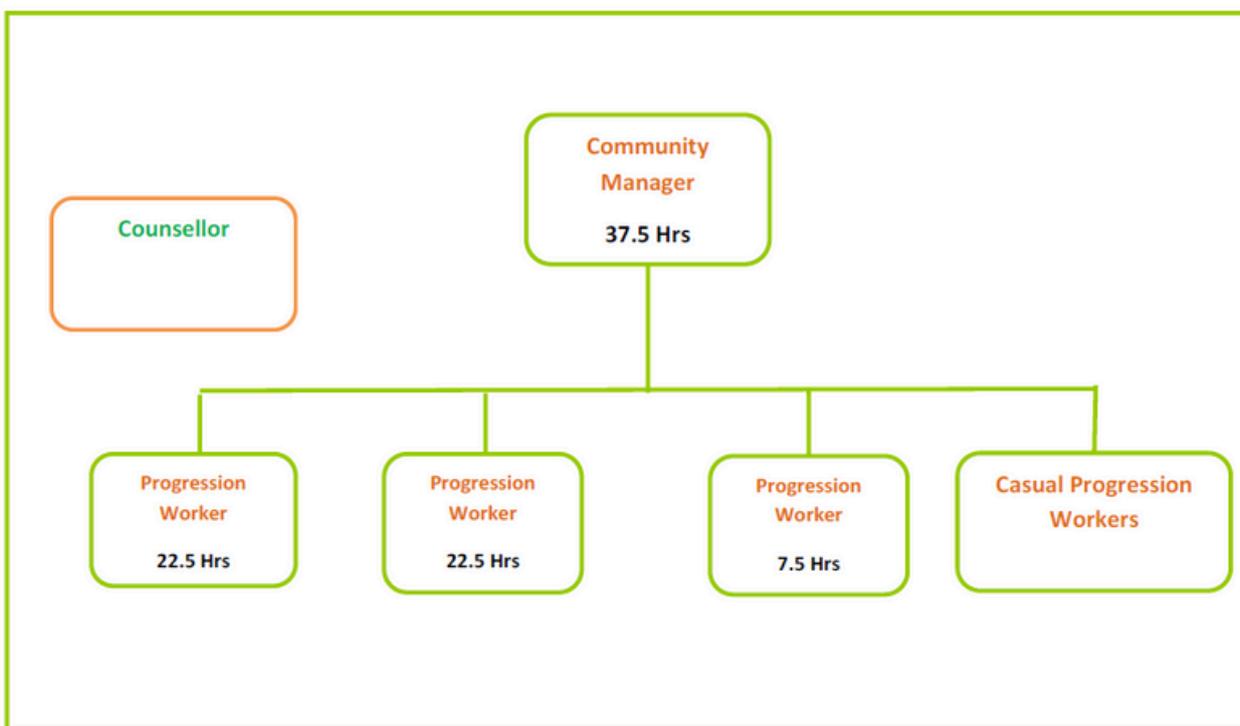


Community Manager Job description

Overseeing the operational management of a 24-bed accommodation project at 171 Oxford Road Oxford and housing management of two nearby 4 -bed move on houses. This role involves taking responsibility for the management of all activities relating to the support, supervision, care and housing of companions.

The Community Manager is a key role within Emmaus Oxford and forms part of the senior management team together with the CEO, Social Enterprise Manager, Fundraising Manager, Learning & Development Manager and Finance Officer. Our charity helps formerly homeless people to develop their independence, dignity and sense of purpose.

Emmaus Oxford Support Team Structure



Community Manager

Job description



Reports to:	CEO
Direct reports:	Progression Workers, Volunteers
Location:	171 Oxford Road, Oxford and other locations as required
Responsible for:	Housing & Support Service
Term:	Permanent
Hours:	Fulltime 37.5 hours per week
Salary Range:	Between £45,000 - £50,000 per annum

Main Duties and Responsibilities

Management of the Community

- Management of all activities relating to the welfare, support and development of companions in the community in a manner which embodies the Emmaus ethos.
- The provision of a safe and supportive environment for all companions to ensure they achieve successful outcomes to a timescale appropriate to each of them.
- Responsible for managing referrals, completion of needs and risk assessments, assessing and approving applications and the welcome and induction of new companions.
- Manage and oversee the effective use of the Homeless Link Inform CRM system and act as an Inform Superuser
- Promotion of a culture in which companions do not expect to stay long term and are expected to move on, if appropriate, with fulltime employment.
- Ensuring that companion support is appropriate for individual needs and is delegated, administered and recorded effectively
- Ensuring companions achieve the best possible outcomes, including meeting moving on well targets, accessing education, learning and development opportunities and obtaining paid employment.
- Work closely with the social enterprise team to ensure effective & profitable running of our business operations.
- Ensure that sufficient companions are available each day for effective running of the social enterprise, and they are supervised and supported to work to the best of their abilities.
- Develop & maintain a culture that values and promotes equality and diversity and challenges discrimination and prejudice
- Working closely with the Learning & Development Manager to support companions attendance and engagement in Emmaus Oxford's Learning & Development programme
- Working closely with the Move-On Worker ensuring sufficient, appropriate referrals are made to our move on projects
- Fulfil the role of Deputy Safeguarding Lead, supporting the Safeguarding Lead, and ensuring that all safeguarding policies and procedures are adhered to and that both self and the support team have received appropriate safeguarding training.

Community Manager

Job description



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Main Duties and Responsibilities cont'd

Management of the Community

- Maximise rental income by maintaining high levels of occupancy and an effective referral process and waiting list, ensuring vacant rooms are let as soon as possible.
- Ensure Emmaus residential premises are safe and well maintained, and ensure repairs and maintenance are completed in timely manner.

Management of employees and volunteers

- Providing effective line management, support, supervision, training and development for the support team, including recruitment and selection of support staff.
- Develop, manage and participate in a staff rota to ensure 7 day a week support cover, including some evening, weekend and bank holiday working.
- Manage and participate in a 24/7 telephone on-call service for staff and companions and managing emergency situations arising from this. The post holder needs to live within 30 minutes travel time of Oxford City.
- Keeping individuals' data secure. Maintaining confidentiality and following data protection legislation.
- Positive role modelling; maintain professional boundaries both for self and the support team
- Responsible for day-to-day problem solving and conflict resolution, taking appropriate action in a fair and consistent manner, including ensuring community rules are followed and incidents are investigated, and appropriate consequences actioned.
- Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time

Premises Management

- Manage a 24-bed accommodation project in Oxford City. Responsible for maximising occupancy and rental income
- Manage two 4 -bed Move-on houses, including repairs and maintenance and working closely with the Move-On Worker regarding referrals & support.
- Managing the Health & Safety requirements and regulations for staff, companions, volunteers, and buildings that fall within the role's responsibilities, including Risk assessment, COSSH, Fire safety, First aid, regular inspections etc.
- Ensure the premises are secure, clean, tidy and managed in line with PIE [Psychologically Informed Environments] principles as far as possible and comply with all relevant regulations.
- Responsible for the provision of an effective repair and maintenance service through close liaison with A2 Dominion. Including assessing and reporting repairs.
- Ensure companions are supervised and supported to maintain the upkeep of their rooms

Community Manager

Job description



Main Duties and Responsibilities cont'd

Develop Network relationships with key service providers

- Develop and manage a broad range of referral pathways through good liaison and partnership development to meet occupancy targets and impact on homelessness in the Oxford area
- Build effective working relationships and establish good communication with other key service providers in the county.
- Maintaining an active knowledge of current trends and developments within housing & support service provision and working with others to ensure EO works to standards of best practice and continuous improvement.
- Attending, chairing, and contributing to meetings at both local and federation level.
- Liaising with Emmaus UK and the wider federation maintaining good relations regarding companion support and housing matters including attendance at peer group meetings and occasional working groups etc.

Other duties

- Play an active role in the development of Emmaus Oxford as part of the senior management team, working closely with the CEO, Social Enterprise Manager, Learning & Development Manager, Finance Officer and Fundraising Manager
- Complete regular reports for the CEO, sub-committees, Board of Trustees, Emmaus UK, A2 Dominion, and the Fundraising Manager
- Efficiently manage income and expenditure of the housing and support aspects of the charity budget in line with policy and assisting the CEO in setting the annual budget & monitoring income & expenditure through monthly management accounts.
- Apply sound 'value for money' principles in undertaking purchasing or supply of goods and services

Community Manager

Person specification



ESSENTIAL	DESIRABLE
Education	
<ul style="list-style-type: none"> • Good general education to A Level or equivalent 	<ul style="list-style-type: none"> • Educated to Diploma or Degree level • Housing qualifications • Level 3 Safeguarding
Skills	
<ul style="list-style-type: none"> • Excellent written and verbal skills including, report writing • Conflict management & resolution • High level of numeracy • Work planning, time management, and delegation • High standard of IT skills including Microsoft 365, Outlook etc. • Attention to detail • Excellent interpersonal skills, able to build constructive relationships with a diverse range of people • Ability to remain calm under pressure • Ability to manage challenging situations and people effectively. 	<ul style="list-style-type: none"> • Counselling skills • Customer service management • Project management • Mediation skills • Chairing meetings • Full driving licence
Experience	
<ul style="list-style-type: none"> • Experience in a senior management team role • Experience of working with vulnerable adults, homeless, substance misuse, mental health and complex needs, in a supported housing environment, or similar. • Leadership, team building, coaching, supervision • Facilities Management • Maintaining and modelling clear professional boundaries 	<ul style="list-style-type: none"> • Working in a social enterprise, not for profit organisation or statutory services • Charity experience. • Lived experience of homelessness, addiction or mental health issues • Experience of managing and using the Homeless Link Inform or other CRM systems.

Community Manager

Person specification



ESSENTIAL	DESIRABLE
Knowledge:	
<ul style="list-style-type: none"> • Knowledge of Homelessness • Professional boundaries • Safeguarding - adults & children • Psychologically Informed Environments [PIE] • Strengths Based Approach • Trauma informed Care 	<ul style="list-style-type: none"> • Good knowledge of relevant legislation: housing, H&S etc. • Understanding of Housing benefits & rents etc. • Food hygiene
Other (essential):	
<ul style="list-style-type: none"> • A belief in the potential of each individual and an understanding of the importance of the community in helping an individual achieve their potential • Empathetic and understanding of a wide range of needs and experiences • Awareness and acceptance of own limitations • Confidence to take on and resolve difficult issues • Ability to plan and prioritise own workload • Ability to work flexibly as part of a team. • Commitment to Equality and diversity and anti-discriminatory practices. • Able and prepared to work unsocial hours including weekends and take part in on-call rota 	



Community Manager

Terms and Conditions of Employment

- Salary of between £45,000 - £50,000 per annum, dependent on experience
- Working Hours – full time hours are 37.5 hours per week on a 7 day per week rota Monday-Sunday.
- On Call - to take part in a 24/7 on-call rota, staff must be within 30 mins journey time of Cowley, Oxford
- Flexible Working – Options available, subject to the requirements of individual roles
- Annual Leave – 33 days per annum, including 8 bank holidays
- Pension – Stakeholder pension with employer contributions matching up to 5%
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – a 24/7 employee assistance scheme is available
- Access to Team Reflective Practice sessions and one-to-one clinical supervision.
- Working for Emmaus entitles staff to 'Blue Light Card' membership, providing access to exclusive online and in-store discounts

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.



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Community Manager **Application process**

To apply please send your completed application form, along with a supporting statement showing: 'why you want the job & what you will bring to the team'
helentaylor@c2recruitment.com

Please ensure you refer to the job description and person specification when completing your application form. CVs and posted applications will not be accepted.

The closing date for applications is 9:00am on 2nd February 2026. Those shortlisted will be invited to an interview in person. Interview/assessment day, for those shortlisted, will be held the week commencing **9th February 2026**

To arrange an informal discussion about the role, please email our CEO Eddie:
eddieblaze@emmausoxford.org

Emmaus Oxford provides equal opportunity for all job applicants and is committed to providing a work environment free of discrimination. We are dedicated to an inclusive culture, and we strive to create a workplace where people with diverse backgrounds, characteristics, perspectives, ideas and experiences work together.

We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status or parental responsibilities.



Community Manager

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

After interviews, the successful candidate will need to provide a declaration of previous convictions, evidence of right to work in the UK and complete a DBS check, references will also be checked.



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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.