

APPLICANT PACK

Driver

EMMAUS
Oxford



THANK YOU

for your interest in the role of Driver at Emmaus Oxford

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, communities and social enterprises.

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Emmaus supports people who have experienced homelessness and social exclusion.

HOW EMMAUS WORKS

Our community offers:

A stable home and a base to progress
Within Emmaus communities, everyone is provided with a furnished bedroom. It's a stable home from which people can build their confidence, skills and plans for the future. We ensure that all bills are covered, home essentials provided and fresh meals prepared each day. Each community includes shared living and dining areas where individuals can relax and socialise together

A chance to gain skills and work experience
We offer the people we support opportunities to gain work experience within our social enterprises and communities. Many people find that participating in meaningful work rings focus, purpose and a sense of routine to their day. The opportunity to contribute to their community and become an active part of society plays an important role in restoring people's self-esteem.

A sense of belonging and community
Each Emmaus community is a supportive and welcoming environment where people can rediscover companionship and a sense of belonging. Our communities are places where each individual is given space and supported to rebuild, develop and thrive in their lives. We foster the sharing of life experiences and encourage peer support, helping everyone to grow together.

Mick

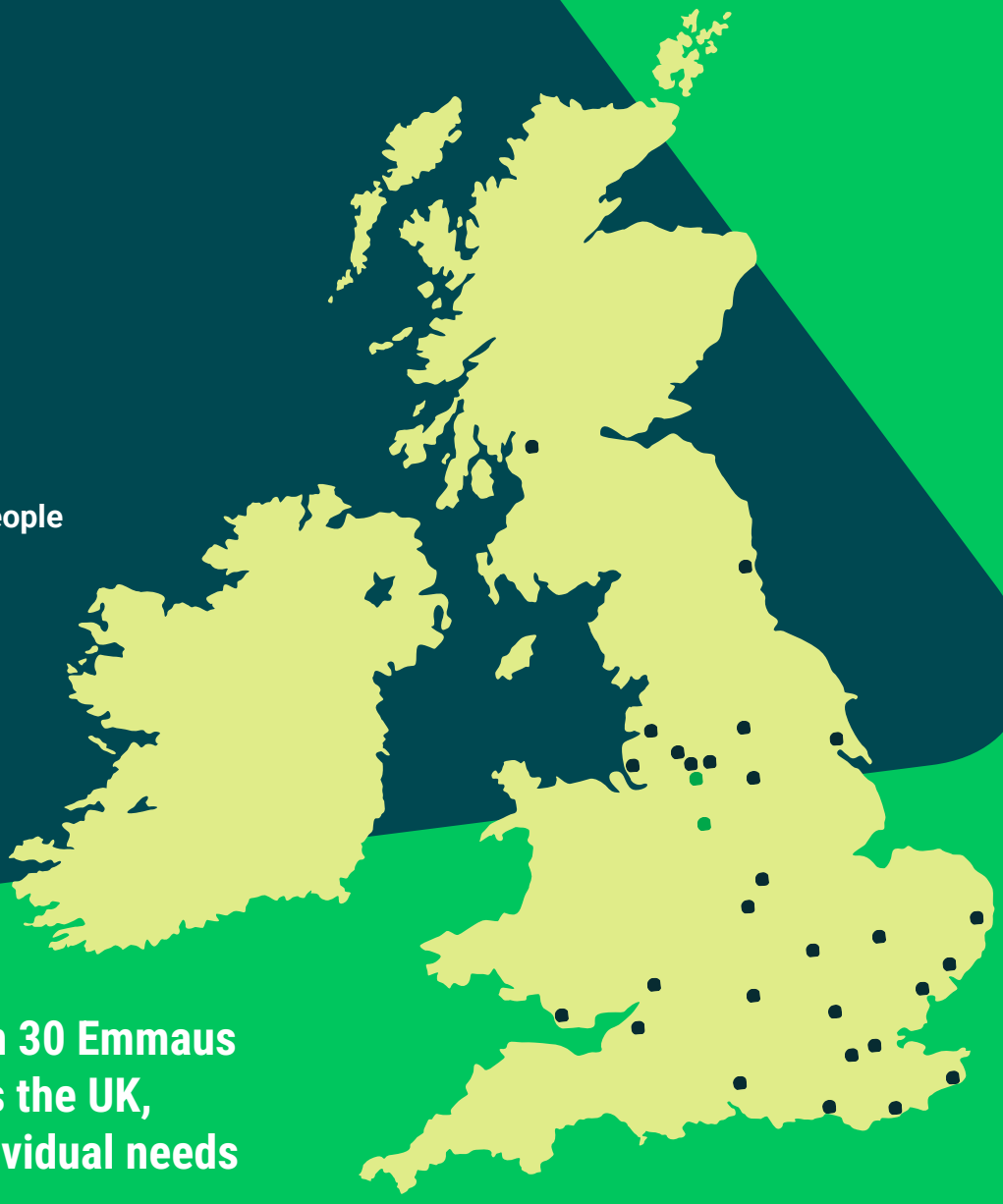
Emmaus Oxford Companion

> **"Emmaus gave me stability and a fresh start. The chaos is gone—this is my time to shine"**



EMMAUS OVERVIEW

Emmaus is a secular organisation supporting people affected by homelessness and social exclusion.



There are more than 30 Emmaus communities across the UK, each tailored to individual needs

Emmaus communities across the UK provide a home, tailored support and meaningful work to more than 850 people, known within Emmaus as companions. In addition to existing Emmaus communities, there are three emerging groups working to establish new communities.

Emmaus is different to many homelessness charities and support services as we go beyond just offering a bed for the night; we provide longer-term support, stability, opportunities for personal development, and a strong sense of community.

Social enterprise is central to the Emmaus model as it provides work opportunities 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 Emmaus companions.

Our social enterprises play 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.

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, solidarity 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.

EMMAUS IN THE UK

Emmaus in the UK has a federal structure, which means that each community and group is an independent charity with its own staff team and board of trustees.

Emmaus UK was set up to unify and support the federation, providing a central set of services that bring members together and support the movement's growth in the UK.

Anyone wishing to set up a new Emmaus group must go through a rigorous affiliation process, which includes developing a firm business plan and demonstrating the capacity to establish a social enterprise and community. New groups are supported throughout this process and mentored by a more established community and by Emmaus UK.

OUR PURPOSE

We exist to give hope and a sense of belonging to those who have experienced homelessness and poverty.

OUR VISION

A sustainable world in which everyone has a home and a 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 our 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

OUR MOVEMENT

The first Emmaus in the UK opened in 1991. There are now 29 Emmaus communities in the UK with more than 850 companions living in communities stretching from Glasgow to Dover and Norfolk to South Wales.

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.

Emmaus in the UK is now well established but we are also part of a much wider and diverse global movement. Emmaus started in France in 1949, shortly after the Second World War, when homelessness was a significant problem. After the first Emmaus community was created in the eastern suburbs of Paris, many more communities opened in France and across Europe, the Americas and in Asia.

The growth of the movement gave rise to the gradual development of a network of organisations that met in Bern, Switzerland, in 1969 to adopt the Universal Manifesto, the founding text of the Emmaus movement.

Today, the Emmaus movement includes more than 420 Emmaus groups, located in over 40 countries. Across four continents – Africa, Asia, Europe and the Americas – Emmaus groups work to help the most excluded and tackle the causes of poverty.

All Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. Ever since the Emmaus movement began, it has always been both secular and independent in leading its struggle to tackle the causes of poverty and exclusion. The movement defends its vision of society: a fairer and more sustainable world where people are at the heart of the system and where there is a place for everyone.



Find out more about how the Emmaus movement has grown to serve and campaign for people and communities in need.
emmaus-international.org/en/

ROLE OVERVIEW



As a driver for Emmaus Oxford, the role involves operating company vehicles, including a 3.5-tonne Luton-style box van with a tail lift, while supervising a small team of volunteer and companion van crew. Responsibilities include planning and coordinating furniture collections and deliveries, ensuring a high standard of customer service, and providing training, support, and development to companions and volunteers so they can perform effectively and meet organisational goals. The position is carried out on a rota basis, covering six days a week from Monday to Saturday.

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JOB DESCRIPTION

Location: Emmaus Oxford (242 Barns Road) and other locations as required

Reporting to: Store Manager

Purpose of the role

As a driver for Emmaus Oxford, the role involves operating company vehicles, including a 3.5-tonne Luton-style box van with a tail lift, while supervising a small team of volunteer and companion van crew. Responsibilities include planning and coordinating furniture collections and deliveries, ensuring a high standard of customer service, and providing training, support, and development to companions and volunteers so they can perform effectively and meet organisational goals. The position is carried out on a rota basis, covering six days a week from Monday to Saturday.

Principal responsibilities and duties

- Driving company vehicles to deliver and collect furniture and other donations and people.
- Contribute to the growth of revenue and maximisation of profit from effective and customer focused operations
- Coordinate, supervise and train Companions and volunteers to ensure high quality customer service when interacting with the public
- Ensure driving, collection and delivery services are administered effectively and always comply with the law
- Develop and foster a team environment based on respect and mutual support to achieve the team goals
- Lead and teach teamwork by example
- Increasing the quality and quantity of donated items to realise the highest profit.
- Increasing our customer loyalty and attracting new customers
- Coordinate and supervise the team of Companions and volunteers who are involved any day in collection and delivery.
- Drive organisation vehicles to achieve our business purposes, including collecting donated household goods and furniture, delivering purchased items, transporting goods to and from different sites, disposing of items at local tips.
- Manoeuvre, lift and carry furniture and domestic goods to and from vehicles, in and out of buildings, and up and down stairs. Also supervise and work with others doing this.
- Responsible for Health & Safety for all activities associated with loading, unloading, driving, and manoeuvring of vehicles including use of tail lift, driving skills, movement of goods within organisation's premises and at customer premises, and ensuring all members of the vehicle team take their responsibility for Health & Safety seriously
- Maintain fleet security; account for and maintain fleet tools and equipment; conduct daily and weekly vehicle maintenance checks; maintain fleet appearance and cleanliness
- Maximise our 'Gift aid' income from donated items by ensuring that paperwork is completed.
- Undertake other driving duties as required by Emmaus Oxford
- Support the learning, skills development, and engagement in work activities of Companions
- Provide relief support in other operations as required.
- Any other duties as required by the Store Managers including additional duties and responsibilities to cover for holidays and absences.

Person Specification

Experience, skills and attributes	Essential	Desirable
Good general education	✓	
Valid Driver's Licence with at least 2 years driving experience, including authorisation to drive 3.5 tonne vans.	✓	
Ability to drive Luton delivery van	✓	
Effective verbal/listening communication	✓	
Ability to stay calm and cope under pressure	✓	
Ability to delegate effectively	✓	
Effective administration, organisation and time management	✓	
Ability to work as part of a team	✓	
Ability to train and develop others	✓	
Good customer service skills	✓	
Knowledge of map reading and navigation.	✓	
Demonstration of a belief in, and the ability to adopt and work within, the Emmaus principles	✓	

Person Specification

Experience, skills and attributes	Essential	Desirable
Customer Care; Dealing with Difficult Customers		✓
Computer skills, including Excel and Word		✓
Proficient use of email and internet		✓
Experience of scheduling rotas		✓
Experience in fleet maintenance		✓
Recycling or second-hand retail experience		✓
Working with vulnerable people or people with challenging behaviour		✓
Knowledge of Health & Safety: fire safety, manual handling, first aid, security		✓



TERMS OF EMPLOYMENT

Starting salary:	£14.06 per hour
Hours of work:	Usual hours are 9am-5pm Mon-Sat
Contract:	Permanent
Probation period:	6 months
Pension:	Stakeholder pension with 5% employer contribution where eligible
Holidays:	25 days pro rata + Bank Holidays pro rata
Training and development:	Ongoing training and development
Employee Assistance:	24/7 employee assistance scheme is available



To apply for the role, please send the application form and covering letter to eddieblaze@emmausoxford.org

APPLICATION PROCESS



To apply for the role, please send the application form and cover letter explaining how you meet the job specification to eddieblaze@emmausoxford.org

Emmaus Oxford provides equal opportunity for all job applicants and is committed to providing a work environment free of discrimination. We're committed to an inclusive culture and to building a workplace where teams 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.

To ensure fairness and consistency to select the best candidate for our roles, all applications are anonymised up until an interview has been confirmed so that shortlisting is based solely upon the suitability of the candidate's experience.

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

EMMAUS Oxford

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EMMAUS.ORG.UK/OXFORD