



**emmaus**  
South Manchester  
working together to end homelessness



# Applicant Pack

Van Driver



# Contents

Thank you for your interest in the role of Van Driver at Emmaus South Manchester.

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.

[emmaus.org.uk](http://emmaus.org.uk) 

<b>Emmaus overview</b>	page 3
<b>How Emmaus works</b>	page 4
<b>Vision, mission &amp; values</b>	page 5
<b>Role overview</b>	page 6
<b>Job description</b>	page 7
<b>Person specification</b>	page 9
<b>Application process</b>	page 10



# Emmaus overview

Emmaus South Manchester is a Wythenshawe-based charity, working to establish a new Emmaus community. Our aim is to support people who experience homelessness and poverty in the local area.

We are currently working together within an innovative social enterprise to generate the funds and support needed to kick-start a new residential community. Our social enterprise is based at our Wythenshawe Emporium charity store, offering a range of furniture, household items, electricals, fashion, toys, books, music, vintage and craft items. Our store is open four days a week and we also collect donated items and deliver sold items. We also work with local partners to support people and families in need, as part of our wider commitment to solidarity.

Emmaus South Manchester is part of a wider movement of Emmaus charities across the UK. Building on each person's abilities, Emmaus offers skills and work opportunities with a home and place to belong – we're there at every step of their journey out of homelessness.

In Emmaus communities, our package of support is personal and practical. It empowers people to move on from homelessness through:

- A home and the warmth of belonging,
- practical skills, training and work experience that unlocks the power of purpose and self-worth,
- tailored support that meets each person's needs and goals.

Emmaus communities are also a vital part of their local areas. Emmaus charity shops give new life to pre-loved items, helping the environment and offering affordable furniture, clothing, toys and more to local people.

The first Emmaus community in the UK opened in 1991 and there are now over 30 Emmaus communities and groups across the country. Emmaus UK is a national charity that supports and connects all Emmaus communities and groups, amplifying their voices and experiences to campaign for fundamental change to prevent homelessness and end this crisis.

# How Emmaus works

Emmaus South Manchester is working to open a new Emmaus community to support people who experience homelessness. Each Emmaus 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 brings 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.



I never thought I'd be homeless but stuff happens. Honestly, I wouldn't change what I've been through because I wouldn't be who I am today. I wouldn't have met my true self and proved how strong I am. Coming to Emmaus is one of the best decisions I've ever made.

Damian, former Emmaus companion

# Emmaus in the UK

Emmaus communities and groups work together to empower people to change their lives for the better.

## Our vision

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

## Our purpose

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

## 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.

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 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.



# Role overview

## Van Driver

We have an exciting opportunity for a Van Driver to support our social enterprise and charity retail operations in Wythenshawe.

Securing high-quality, saleable donations of furniture and household items is key to our success and the Van Driver will work as both driver and van crew, collecting and delivering items sold through our Emmaus Emporium charity store.

In addition, there will be times when the Van Driver is required to assist in retail areas and to fulfil other duties, bringing variety to the role. We are looking for someone who has a real 'can do' attitude and enjoys working as part of a small team of employees, volunteers and trustees. If you're passionate about making a difference and seeing a long-lasting impact, then this is the perfect time for you to get involved with Emmaus.

# Job description

## Van Driver

<b>Location:</b>	Wythenshawe, Manchester
<b>Reporting to:</b>	Operations Manager
<b>Contract:</b>	Permanent
<b>Hours:</b>	37.5 hours per week
<b>Salary:</b>	£24,570 per annum
<b>Holidays:</b>	25 days p.a. + bank holidays

### Overall purpose of role

Securing high-quality, saleable donations of furniture and household items is critical to the success of our social enterprise. The Van Driver is responsible for implementing an efficient collection and delivery service and representing Emmaus South Manchester to donors and customers under the supervision of our Operations Manager. The work typically involves working as part of a team of two on a van covering the South Manchester and North Cheshire areas.

### Key role responsibilities

- Visit properties to collect and deliver furniture and household items sold through our charity Emporium. This involves driving or crewing on our 3.5t tail-lift van
- Comply with our lifting & handling, van loading and customer service policies and procedures
- Driving vehicle safely and in accordance with road traffic legislation
- Applying procedures to maximise Gift Aid on donated items
- Checking vehicle is road worthy and reporting any mechanical or other defects
- Working in compliance with Health & Safety legislation
- Ensuring items are loaded safely and secured for transit and are saleable
- Helping to set items out on the shop floor
- Arriving at appointed address at appointed time
- If unable to meet the schedule for the day, taking appropriate action, e.g. notifying customers of delay and agreeing acceptable solution, notifying Operations Manager of problem and agreeing solution
- Following correct procedures for pick ups/deliveries
- Upholding the name and work of Emmaus South Manchester by word and action.

# Job description

## Van Driver

### Other duties

- Perform any other reasonable task or duties deemed necessary by the Operations Supervisor
- From time to time assist in the retail area, including serving customers and accepting cash and card transactions
- Work up to one Saturday in three in retail. Monday can be taken off in lieu of Saturday working.

# Person specification

## Van Driver

ESSENTIAL	DESIRABLE
<b>Education, training &amp; qualifications:</b> <ul style="list-style-type: none"> <li>• Full manual UK driving licence for driving 3.5T collection and delivery vehicle</li> <li>• Good general education</li> <li>• Good numeracy and literacy skills</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of on-going personal and professional training and development</li> </ul>
<b>Personal traits:</b> <ul style="list-style-type: none"> <li>• Caring and empathic</li> <li>• Respect for colleagues and customers</li> <li>• Confident &amp; self-motivated</li> <li>• A strong team player</li> </ul>	<ul style="list-style-type: none"> <li>• Sense of humour</li> <li>• Enquiring nature</li> </ul>
<b>Skills:</b> <ul style="list-style-type: none"> <li>• Excellent problem-solving, communication and people skills</li> <li>• Flexibility and willingness to learn</li> <li>• Ability to use mobile device</li> <li>• A level of fitness and strength sufficient to meet the demands of the job, which must be maintained throughout the period of employment</li> <li>• Ability to liaise and communicate effectively with a wide range of stakeholders, the general public, trustees, staff and volunteers</li> <li>• Well-developed personal time-management skills with the ability to meet deadlines</li> <li>• Methodical and organised approach to work</li> <li>• Ability to work unsupervised</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible approach to work to be undertaken</li> <li>• Positive 'can do' attitude</li> <li>• Computer/IT skills including Excel &amp; Word</li> </ul>
<b>Experience:</b> <ul style="list-style-type: none"> <li>• Driving/crewing delivery vehicle</li> <li>• Customer service</li> <li>• Team working</li> </ul>	<ul style="list-style-type: none"> <li>• Working within recycling/second-hand goods environment</li> <li>• Meeting agreed objectives/targets</li> <li>• Working with volunteers /vulnerable people</li> </ul>
<b>Knowledge:</b> <ul style="list-style-type: none"> <li>• Willingness to embrace the values of Emmaus South Manchester</li> <li>• Willingness to undertake further training and participate in Emmaus training and learning</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of issues surrounding homelessness and social exclusion</li> </ul>



## Application process

To apply for this Van Driver role, please email your CV and a covering letter to:  
**[reuben@emmaussouthmanchester.org.uk](mailto:reuben@emmaussouthmanchester.org.uk)**

Please ensure you refer to the job description and person specification when writing your covering letter.

**The closing date for applications is midnight on Friday 24 October 2025.**

Emmaus South Manchester 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.