**Emmaus South Wales**

## Community Manager Job Description

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| **Location:** | Bridgend and mobile across South East Wales |
| **Accountable to:** | CEO, Emmaus South Wales |
| **Responsible for:** | Community Support Staff, Companions |

**The Charity**

Emmaus enables formerly homeless people to rebuild their lives within a self-supporting Community. The residents of the Community, known as Companions, sign off primary benefits on joining Emmaus and volunteer full time in their Community’s Social Enterprise. An objective of the charity is that income from the Social Enterprise plus Housing Benefit covers the charity’s running costs, making Emmaus South Wales self-supporting.

There are 28 Emmaus Communities in England and Scotland. The first Emmaus Community in Wales is in Cefn Glas, Bridgend. Five retail outlets, two in Bridgend, one each in Porthcawl, Cowbridge and Maesteg, as well as an eBay shop are open and generating surpluses to support Emmaus South Wales. The social enterprise provides Companions with meaningful work to both support themselves and offer solidarity and support to others in need.

**The Community Manager’s Role**

Reporting to the CEO, the Community Manager is responsible for the overall management and development of Emmaus South Wales’ residential community. The purpose of the role is to lead the support, engagement, and empowerment of Companions and to facilitate a safe, secure, and happy community which provides meaningful work and personal development opportunities.

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| **Job Dimensions** |

The role is a 40-hour week over 5 days, including some weekend working.

The salary is £26,000-28,000 dependent on experience

The Community Manager’s key accountabilities are to:

* Lead and manage the day-to-day operation of the residential community.
* Lead and manage housing management functions.
* Lead and manage Companion support and development.
* Provide effective line management for community staff and volunteers.
* Deliver sustainability by overseeing costs and ensuring efficient resource management.
* Deliver regular monitoring and reporting on performance and take appropriate action where needed. Actively work, in partnership with others, to achieve better outcomes for homeless and socially excluded people in south Wales.
* As a key member of the management team, contribute to the leadership, planning and policy formulation to meet organisational objectives.

**Budgetary and Financial Control**

The Community Manager must exercise specific budgetary control over the income and expenditure associated with the housing and community functions, as set out in the Business Plan and Annual Budget and reported in the monthly Management Accounts.

The Community Manager is responsible for ensuring that the community achieves the income and expenditure targets set out and approved in the Annual Budget.

The Community Manager is responsible for the verification, authorisation and monitoring of expenditure, within budget, and ensuring that financial controls are operated to the satisfaction of the Financial Controller, Treasurer and Auditors.

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| **Main Duties and Responsibilities** |

**Companion Support and Engagement:**

The Community Manager:

Develops and manages a broad range of referral pathways to maximise occupancy and impact on homelessness in South Wales;

Implements and develops intake and admission procedures, including needs and risk assessment, and leads on decision-making for accepting new Companions.

Ensures Companions are welcomed, supported and inducted into all aspects of the Community and fully understand the implications of them joining the Community.

Leads and manages the development and implementation of individual, Companion-led support, ensuring that all Companions have in place support and development plans that maximise their opportunity to achieve their aspirations and enhance their well-being.

Ensures that all occupancy agreements are upheld and that breaches are dealt with according to the relevant policies and procedures and with regard to best practice and the Emmaus ethos.

Proactively facilitates, encourages, and supports Companion engagement in work, both within the social enterprise and beyond, working collaboratively with the Retail Manager.

Develops and implements effective strategies for the active participation of Companions in the development and management of the residential community.

Creates and develops opportunities to ensure that all Companions have appropriate life skills.

Maintains and develops systems for measuring and reporting on outcomes for Companions, and on support, needs, training, development and achievements

Leads on the development of Solidarity activities, promoting the importance and understanding of Solidarity as central to the Emmaus ethos.

Ensures that the Community home is run in accordance with Emmaus South Wales policies and procedures and that the Emmaus ethos is maintained.

Builds partnerships in the local area to provide support, assistance and opportunities to progress.

Leads and implements a culture which provides confidentiality, promotes professional boundaries, protects data and safeguards staff, Companions and Volunteers.

**Housing Management and Development:**

The Community Manager:

Actively contributes to the development of the Community budget; monitoring performance to ensure the community is effectively managed within the budget set.

Leads accountability within the organisation for the health and safety of Companions, staff, and visitors to the Community home through the development, implementation, and management of effective policies, processes, and procedures.

Keeps up to date with best practice in all areas of housing management.

Takes responsibility for the maintenance, repair, furnishings and fabric of Nant Lais and its surrounding two-acre site, to maintain high standards of maintenance, cleanliness and good housekeeping.

Develops and implements both annual and longer-term renewal and redecoration and site and garden maintenance schedules.

Maximises income by ensuring full occupancy and ensuring claims for Housing Benefit are made and ended promptly.

In collaboration with the CEO and Financial Controller, carries out the annual rent review process, ensuring outcomes are included and aligned within overall organisational budgets, and liaising with the Local Authority as required.

Develops and implements policy and procedures for Companion allowances, travel, learning and leisure.

Develops and implements effective and transparent systems for purchasing, stock control and asset management at Nant Lais, including weekly food requirements.

Takes the lead in developing and implementing comprehensive measures to reduce all negative environmental impacts of our community house.

Effectively manages health and safety, security and emergency systems, according to organisational policies and relevant law

Ensures all health and safety requirements are met and up to date risk assessments and relevant policies are in place

Solves issues and problems proactively, escalating issues to the CEO as appropriate.

Manages and participates in the 24/7 On-call Community Rota

**Management of Staff, Companions and other Volunteers:**

Ensures that effective Safeguarding systems are in place and maintained, acting as the organisations’ Designated Safeguarding Officer, with delegated responsibility for policy development, implementation, and reporting.

Recruits, inducts, manages, and develops community staff and volunteers according to organisational policies and employment law, and ensures staff become familiar with and follow relevant procedures, including, Health and Safety and Safeguarding.

Ensures understanding and commitment by staff, companions and other volunteers to the ethics, integrity, compassion and culture of Emmaus, within the Community & its business.

Manages day to day HR issues in line with the HR policy, best practice and legislation.

**Other Duties**

Attends meetings and contributes to organisational strategy and policy-making.

Attends Emmaus UK Community Leaders’ meetings and other Emmaus meetings and conferences as appropriate.

Prepares monthly reports on the Community, attending Finance and Enterprise Committee meetings and other Committees as required.

Develops and implements procedures and processes in compliance with policies.

Ensures staff, Companions and other volunteers are aware of and comply with relevant policies and procedures, especially Health and Safety.

Plays an active role in the development of the social enterprise, including the training requirements of Companions and Volunteers.

Always works within Emmaus principles.

Performs any other tasks or duties deemed necessary by the CEO.

**General**

In Emmaus Communities, vulnerable people become Companions who develop a sense of ownership of their Community and its social enterprise. Staff and volunteers live and work with Companions as colleagues, whilst observing proper professional boundaries in performing their role.

The Community Manager:

Must always act in a way which will maintain the good reputation of Emmaus South Wales, upholding the policies and procedures of the charity, maintaining confidentiality and avoiding conflicts of interest.

Will strive to preserve good working relationships with staff, Companions and other volunteers and the Trustees; keeping the appropriate key personnel well-informed of significant matters relating to the Community and its Companions.

Will perform their job responsibilities in an environmentally-aware manner.

Utilises all resources effectively, applying sound ‘value for money’ principles in purchasing goods and services.

Encourages, develops and supports volunteer involvement in the Community’s work,

recognising volunteers as an important resource who make a vital contribution to Emmaus’ objectives, being themselves empowered and empowering Companions, with whom they work, as colleagues in the Emmaus Community and its social enterprise.

**Retail Manager**

**Person Specification**

| Essential | Desirable |
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| **Education and Training:**   * Degree level qualification in a related discipline   **OR**   * Relevant professional experience in direct service provision, which demonstrates equivalent academic skills.   **AND**   * Evidence of continuous professional development. | **Education and Training:**   * Management Qualification * Level 3 Safeguarding Vulnerable Adults |
| **Experience:**   * Proven experience of managing people and teams effectively * Experience of planning, developing, and managing support services for vulnerable clients * Experience of planning and implementing outcomes-focused Monitoring & Evaluation systems. * Experience of developing, monitoring, and reporting on budgets. * Experience of managing the performance, learning and development of staff. * Experience of facilities and premises management. * Responsibility for developing and implementing Health and Safety processes and procedures. | **Experience:**   * Previous experience of managing supported housing * Experience of working with volunteers * Experience of managing contractors and suppliers. * Experience of business planning. * Experience of working collaboratively with tenants / residents / service users |
| **Knowledge and Skills:**   * The ability to focus on impact and deliver results * Safeguarding of Vulnerable Adults * Excellent interpersonal skills, able to build constructive professional relationships with a diverse range of people * Strong analytical and problem-solving skills * Demonstrable commitment to inclusive working, ensuring equality and valuing diversity * Able to prioritise and manage work effectively, for themselves and others. * Ability to work with and represent the organisation to external stakeholders. * Able to work well under pressure. * Good IT skills | **Knowledge and Skills:**   * Able to manage challenging situations and people effectively. * Knowledge and understanding of issues surrounding homelessness * Demonstration of a belief in and the ability to adopt and promote the Emmaus ethos and principles * An understanding and interest in environmental sustainability and management issues. * Knowledge of housing legislation. |
| **Other:**   * Ability to work unsocial hours and undertake local and UK wide travel as and when required * Willing and able to participate in the 24/7 on call emergency rota * Full driving licence and own transport appropriate for business use on a daily basis. * Enhanced DBS Disclosure required | **Other:** |