



Sussex
emmaus
working together to end homelessness



Applicant Pack
Catering Manager



Contents

Thank you for your interest in the role of Catering Manager at Sussex Emmaus.

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.org.uk



How Emmaus works

Emmaus supports people who have experienced homelessness and social exclusion. Our communities offer:



A stable home and support 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.



Emmaus overview



Sussex Emmaus is a unique charity that offers a home, work experience, and individual support to people who have experienced homelessness and social exclusion. We don't just give people a bed for the night; we offer a sense of purpose and belonging.

At the heart of Sussex Emmaus are companions. Companion is the term used for those who live in an Emmaus community and contribute to the social enterprise, where they support themselves and one another. Living in a stable environment with the opportunity to gain work experience as part of individually tailored support helps Companions regain lost self-esteem and the confidence needed to get back on their feet.

Since opening in 1997, Sussex Emmaus has steadily grown, and we now have the capacity to support up to 58 Companions. There are currently over 850 Companions living at 29 Emmaus communities across the UK, from Glasgow to here in Sussex.

The majority of our income is generated in our social enterprise, which includes four charity shops based at our Drove Road site and at Outfit London Road in the centre of Brighton. Companions participate in every area of our social enterprises, directly contributing to our charity whilst gaining skills and valuable work experience.

We offer an individual holistic package of support and a tailored development plan to support each Companion to develop new skills, or build on existing ones, to boost their confidence, improve mental and/or physical health and wellbeing and increase employability.

Working at Sussex Emmaus can be demanding at times, but it is also very rewarding, with no two days the same. In addition to work experience within our charity, there is also the opportunity to volunteer in solidarity activities to support individuals and groups in greater need.



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 Catering Manager

We are looking for a Catering Manager to join our team who can inspire and empower companions, through support and training, to create healthy and nutritious meals both in the community kitchen and our Café@Emmaus. They say an army marches on its stomach, and that is certainly the case here at Emmaus. The community kitchen provides hot meals and salads for Companions, staff and volunteers, and the Café@Emmaus serves home-made fare for our visitors.

The successful applicant will be part of the management team, reporting to the Business Manager and have key responsibilities within that team. We are looking for someone with a passion to take our Café and community kitchen to the next level by offering excellent homemade food prepared by Companions using ingredients grown here on site. A friendly nature is a must, as well as experience working with different dietary and allergy requirements.

So, if you have excellent communication skills, a desire to train and support people with a variety of needs and have a positive, motivational attitude, we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do. We would particularly welcome applications from candidates from a background of supporting adults who have faced multiple disadvantages in work, job coaching, mentoring and training.

To apply, please send your CV and supporting statement showing how you meet the person specification to business@sussexemmaus.co.uk.

If you would like to arrange an informal discussion about the role, please email: business@sussexemmaus.co.uk

Job description

Catering Manager

Location:	Sussex Emmaus, Portslade
Reporting to:	Business Manager

Purpose of the role

The role will involve supporting, training and mentoring Companions to help build their confidence and competence in the kitchen. You will be responsible for the day-to-day management of a busy Community kitchen, ensuring it runs smoothly and efficiently. This includes planning, preparing and cooking a varied range of meals for the whole community that are nutritious, appealing and meet all dietary and cultural requirements. The role also involves managing food-related budgets, stock control and ordering, while ensuring full compliance with food safety, health and safety and hygiene standards.

Main duties and responsibilities

- Plan, prepare and cook a variety of meals for the community which are appealing, nutritious and adhere to any special requirements
- Ensure sufficient food stocks are ordered and received from approved suppliers, and that stock rotation is taking place to maintain optimum freshness of all produce
- Have effective control of the Community catering and Café expenditure
- Optimise customer satisfaction
- Reduce food waste
- Contribute to the overall Community Strategy
- Supporting and enhancing the Community ethos
- Develop a strategic plan to increase Café income
- Build partnerships with local chefs and strong relationships with suppliers
- Increase our social media presence
- Write and regularly review risk assessments
- To understand and comply with all statutory legal requirements which are relevant, such as HACCP, Health & Safety, COSHH, and Environmental Health
- Implement, monitor and maintain cleaning schedules that meet the requirements of Safer Food, Better Business guidance, and ensure all kitchen areas are immaculately clean. This will include washing up pots, pans, and dishes when required
- Ensure effective induction of Companions into catering roles
- Train, mentor and coach companions to prepare healthy food on a budget
- Support Companions to gain confidence in developing creative and diverse meals
- Supervise Companions and any others involved in the preparation of food, and ensure they observe approved kitchen procedures
- Participate in and support events
- Promote teamwork and motivate staff to ensure effective working relations and communication
- Perform any other duties deemed necessary by the Management Team
- To apply sound 'value for money' principles in undertaking purchasing or supply of goods and services
- To work within budgets to enable the community to be self-efficient
- To always act in a way which maintains the good reputation of Sussex Emmaus, upholding the policies and procedures of Emmaus
- To strive to preserve good working relationships with staff, volunteers, Companion and trustees, keeping the appropriate key personnel well informed of significant matters relating to the community
- To understand and work in accordance with the principles of Emmaus UK and uphold its values and ethos

Person specification

Catering Manager

Experience, skills and attributes - essential

- A minimum of 2 years of experience working within a catering environment with managerial responsibilities
- Experience of training others in a catering environment
- Ability to enable and empower rather than direct others
- NVQ Level 2 in Food Preparation/Catering qualification and Intermediate Food Hygiene Certificate
- Knowledge and experience of current food legislation regarding food hygiene and health and safety in the workplace, first aid, manual handling and writing assessments
- Able to prepare, cook and present food to meet quality, cost and health and safety standards
- Knowledge of the use of commercial catering equipment and domestic cooking appliances
- Ability to stay calm under pressure
- Disclosure and Barring Service (DBS) check

Experience, skills and attributes - desirable

- Full clean driving licence and willingness to drive Community vehicles in the course of fulfilling the role
- Experience of working within a budget
- Conflict resolution
- Knowledge and understanding of homelessness issues
- Experience of working with and relating to a diverse range of people
- Awareness and understanding of equal opportunities
- Experience in maintaining professional boundaries
- Ability to use Microsoft Word, Excel, Outlook, and SharePoint

Personal characteristics

- Confident and competent staff management
- Ability to interpret complex situations/problems and identify solutions which meet individuals' and organisational needs
- Enthusiastic with a 'can-do' attitude
- A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential
- Effective team player, with the ability to lead, work and delegate
- Commitment to environmental sustainability and social development
- Able to welcome people with no prejudice
- Have an understanding of and belief in equality
- Strong emotional resilience and able to identify when external support is needed for self and others
- Flexible and adaptable to meet the needs of the community and business
- Recognise, respond and adapt appropriately to change
- Effective communication skills - including written, verbal, and listening skills
- An understanding of and empathy for the work of Emmaus and an ability to uphold Emmaus values

Terms of employment

Catering Manager

Starting salary:	£30,000 - £33,000 DOE
Hours of work:	38.75hrs/week 5 days Tuesday to Saturday
Contract:	Permanent
Probation period:	6 months
Pension:	Stakeholder pension with 5% employer contribution
Holidays:	25 days plus Bank Holidays.
Training and development:	Individually tailored induction, ongoing training and development
Employee Assistance:	24/7 employee assistance scheme is available
Flexible working:	Options available, subject to the requirements of the role





Application process

To apply, please send your CV and supporting statement showing how you meet the person specification to contact@sussexemmaus.co.uk.

If you would like to arrange an informal discussion about the role, please email: business@sussexemmaus.co.uk.

Please ensure you refer to the job description and person specification when completing your application.

The closing date for applications is 28 February 2026

Those shortlisted will be invited to an interview w/c Monday, 9 March.

Emmaus 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, or marital status or parental responsibilities.

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