



Sussex
emmaus
working together to end homelessness



Applicant Pack

Online & Retail Manager



Contents

Thank you for your interest in the role of Online and Retail 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/brighton-hove 

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 Online and Retail Manager

Working closely with the Business Manager and fellow Retail Managers, you will bring energy, drive and strong leadership skills to inspire and support a team of Companions and volunteers. You'll work collaboratively to organise, prioritise and delegate tasks, ensuring the smooth day-to-day running of the department.

Alongside Emmaus Companions and volunteers, you will source, research, list and pack items for sale, as well as price and merchandise stock in line with our Emmaus ethos, mission, strategic aims and organisational policies.

You'll use your knowledge and judgement to achieve the best possible value from every donation. The role is hands-on and fast-paced, but incredibly rewarding, with no two days the same and the opportunity to make a real difference in helping others to thrive.

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.

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

Job description

Online and Retail Manager

Location: Sussex Emmaus, Portslade

Reporting to: Business Manager

Purpose of the role

- To lead, support and work alongside Companions assigned to the Emporium and Online Sales teams during business operating hours, ensuring a productive and positive working environment.
- To lead, supervise and collaborate with volunteers and the upcycling team within the retail team during operating hours, providing guidance and encouragement to help them contribute effectively.

Main duties and responsibilities

- To have responsibility for retail activities and operations within the Emporium social enterprise and online
- To organise the deployment of tasks to individuals and team members with a person-centred approach
- To create new opportunities to upskill, inspire, and develop Companions.
- To work alongside and train Companions to increase their skill base and confidence
- To train, supervise, motivate, and inspire volunteers
- To help devise and deliver induction on standards of work to new team members so that activities are delivered to the agreed brand, including customer service, merchandising, pricing, stock control, and culture
- To devise and deliver ongoing training and development to team members in customer service, retail activities, and operations to ensure this meets the agreed standards expected for the organisation and its brands
- To have responsibility for conflict resolution alongside team members
- To ensure that all activities under supervision are engaging, enabling, empowering, and holding the team members to account
- To ensure that volunteers and the upcycling team are inducted, trained, supported and supervised to provide a significant and contributing resource to business activities
- To ensure effective and efficient day-to-day operations by maximising sales to achieve operational and profit targets
- To recommend and implement new income streams in conjunction with the Business Manager and other Retail Managers
- In conjunction with the Business Manager to plan, organise and attend a programme of promotions, events, and workshops delivered to further the awareness of the business and Emmaus Community
- To actively promote through the use of social media, printed material, word of mouth, etc., all Sussex Emmaus initiatives and campaigns to promote awareness of the work of the organisation and the social enterprises
- To execute, control, and ensure that expenditures are within the approved line items and budget as identified by the Business Manager
- To ensure all financial management, cash handling, daily banking and security procedures are followed
- To ensure day-to-day retail operations deliver excellent standards for quality, culture, and compliance

Cont...

Job description

Online and Retail Manager

Main duties and responsibilities

- To ensure premises' health & safety, security and maintenance checks and actions are complete within the identified time, and to identify and add new checks or actions to schedules to comply with Health and Safety requirements
- To ensure that cover for the safe operation of the social enterprises is sufficient at all times
- To select stock from donated goods that are within branding guidelines
- To be responsible for ensuring that only sellable donations and those which conform to all relevant UK government and trading standards legislation are for sale in the social enterprises
- To disseminate any changes from Trading Standards as and when to relevant parties to ensure compliance
- To recommend creative ways to upcycle, reuse and repurpose stock to maximise profit and reduce wastage
- To ensure all donated items are sorted, priced and merchandised to receive the optimum for the charity and the correct procedures are applied throughout the sorting process to allow for coding and pricing to be applied to items
- To ensure the administration of Gift Aid on donated goods to maximise income following the correct processes to comply with HMRC requirements, proactively addressing any Gift Aid issues to ensure maximum Gift Aid revenue is achieved
- To support the learning and skills development of Companions and volunteers
- To supervise the performance of individual team members, ensuring their skills are developed to their maximum and ensuring correct procedures are followed
- To support the learning and skills development of Companions and volunteers
- Create and manage an effective stock management system to monitor and manage stock levels to ensure maximum financial performance and customer satisfaction.
- To select stock from the warehouse that is within branding guidelines to generate the required weekly sales targets
- Write and edit product content that will be published on e-commerce websites/portals.
- Set standards, systems, and best practices for new product listings, content creation, distribution, and maintenance.
- Monitor changes in product sales by using web analytics and Excel spreadsheets
- Ability to multitask and meet deadlines while maintaining attention to detail
- To oversee daily all health and safety requirements within the workspace, taking corrective action as and when required, and informing/liasing with managers and team as necessary
- To be responsible for compiling risk assessments with team members
- To be responsible for Health and Safety compliance across all activities associated with the movement of goods within the organisation's social enterprises
- Ensure safe working systems are adhered to in conjunction with the Emmaus policies and procedures, and are compliant with all relevant legal requirements
- To ensure that health and safety are adhered to in terms of equipment use and that manual handling guidelines are followed
- Ensure work areas follow correct processing procedures, ensuring that the work area is kept clean and tidy at all times
- Any other duties and accountabilities as required by the Business Manager, including additional duties and responsibilities to cover for holidays and absences

Special requirements

Online and Retail Manager

- Sussex Emmaus runs its business operations 5 days a week, Tuesday to Saturday. Days and hours of work will be agreed with your line manager as is appropriate to your role and responsibilities.
- To oversee and aid in the lifting of heavy items safely
- A key challenge is balancing our charitable purpose with our social enterprise activities
- A requirement to support Solidarity[1] activities undertaken by the Community
- To lead by example by demonstrating appropriate behaviours, values and culture
- To learn and engage with the Emmaus ethos as presented in the Universal Manifesto[2] and embodied in the history and experience of all involved in Emmaus
- Emmaus works with homeless, vulnerably housed and unemployed people. Because of this, all employees are subject to DBS checks.

[1] Solidarity within the context of Emmaus is the working with groups and individuals towards the alleviation of poverty, social exclusion and suffering and responding to local, national and international appeals for relief and support.

[2] The English version of the Universal Manifesto is available at <http://emmaus-international.org/> under 'Our Publications'

General

- To be flexible and willing to carry out any other reasonable duties as required
- To play a full role in the Sussex Emmaus Community, fulfilling additional tasks as requested by the management team
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos

Person specification

Online and Retail Manager

Experience, skills and attributes - essential

- Ability to inspire and motivate people to achieve their full potential
- Ability to recommend and implement ideas to increase income and upskill Companions
- Competent IT user, including Microsoft Office Packages, internet and email
- Effective verbal and written communication
- Effective listening
- Ability to remain calm under extreme pressure
- A positive customer service attitude
- Able to supervise Companions' and volunteers'
- Able to work as a team member and team leader
- Ability to relate to and work with a variety of people
- Ability to prioritise workload, balancing competing demands
- Effective time management and organisational skills
- Ability to delegate
- Retail experience
- Team building, coaching, supervision
- Customer service
- Line management
- Cash/till system management
- Experience of complying with Health & Safety regulations
- E-Commerce
- Experience in Managing a team of 10 or more

Experience, skills and attributes - desirable

- Experience working with adults with complex needs
- Public speaking or engagements
- Charity retail
- Retail and trading law
- Recycling or second-hand retail
- Stock management
- Working with volunteers
- Volunteering
- Health and Safety: fire safety, manual handling, first aid, security
- Homelessness issues

Person specification

Online and Retail Manager

Personal characteristics

- Self-motivated and able to work on own initiative
- Flexible and adaptable attitude to work
- Willingness to undertake further training and/or learn new skills where appropriate
- Awareness and understanding of Equal Opportunities
- Respect for confidentiality issues
- Able to welcome people into the Community with no prejudice
- A belief in the potential of each individual and an understanding of the Community in helping an individual achieve their potential
- Empathetic and understanding of a wide range of needs and experiences
- Effective team player, with the ability to lead, work and delegate
- Ability to engage others' support
- Commitment to environmental sustainability and social development
- Demonstration of a belief in and the ability to adopt and work within the Emmaus principles



Terms of employment

Online and Retail Manager

Starting salary:	£27,750 - £29,283
Hours of work:	38.75 hours 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 7 March.

Those shortlisted will be invited to an interview w/c 16 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.