



Sussex  
**emmaus**  
working together to end homelessness



# **Applicant Pack**

## **Senior Maintenance Operative**



# Contents

Thank you for your interest in the role of Senior Maintenance Operative 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.

<b>How Emmaus works</b>	page 3
<b>Emmaus overview</b>	page 4
<b>Our movement</b>	page 5
<b>Role overview</b>	page 6
<b>Job description</b>	page 7
<b>Person specification</b>	page 9
<b>Terms of employment</b>	page 10
<b>Application process</b>	page 11

[emmaus.org.uk](http://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/](https://emmaus-international.org/en/)





# SECONDHAND SUPERSTORE

## Role overview Senior Maintenance Operative

The Senior Maintenance Operative supports the Facilities Manager in delivering capital projects and maintaining Sussex Emmaus buildings and grounds.

This includes domestic and communal areas, retail outlets, residential and office lettings, and extensive outdoor spaces. The role is carried out in line with the Emmaus ethos, mission, strategic aims, organisational objectives and policies.

So, if you have excellent communication skills 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](mailto:contact@sussexemmaus.co.uk).

If you would like to arrange an informal discussion about the role, please email: [dbrightmore@sussexemmaus.co.uk](mailto:dbrightmore@sussexemmaus.co.uk)

# Job description

## Senior Maintenance Operative

<b>Location:</b>	Sussex Emmaus, Portslade
<b>Reporting to:</b>	Facilities Manager
<b>Location:</b>	Sussex Emmaus, Drove Road, Portslade, BN41 2PA and Outfit, London Road, BN41 4JE

### Purpose of the role

The Senior Maintenance Operative supports the Facilities Manager in delivering capital projects and maintaining Sussex Emmaus buildings and grounds.

This includes domestic and communal areas, retail outlets, residential and office lettings, and extensive outdoor spaces. The role is carried out in line with the Emmaus ethos, mission, strategic aims, organisational objectives and policies.

### Main duties and responsibilities

- To carry out project and general maintenance duties across the Sussex Emmaus site and Outfit London Road
- To work alongside Companions during the business operating hours, with conduct issues being managed by the Community Manager.
- To work with Contractors to ensure that work is carried out to the required standard and specification
- To support the site in the event of an emergency maintenance issue, to enable the safe continuance of the retail operation, residential and communal areas
- To prepare schedules of works for capital and other projects, routine and preventative maintenance for all buildings, and to ensure the works are carried out in accordance with written guidelines
- To ensure premises and maintenance work is carried out in compliance with current Health & Safety legislation, regulation and codes of practice
- To report to and attend monthly Health & Safety Committee meetings, management meetings, contractor meetings and any other meetings as may be required
- To work with Companions to support their roles, development and contribution to Emmaus
- To liaise and engage contractors, as required, preparing specifications, obtaining estimates, negotiating contracts and supervising contractors while on site
- To arrange and monitor contracts for routine maintenance of all engineering equipment, including heating, alarm systems and the lift
- To work with planning, building control and other authorities to develop a project through to completion and signing off
- Any other duties and accountabilities as required by the Premises Manager, including additional duties and responsibilities to cover for holidays and absences

Cont...

# Job description

## Senior Maintenance Operative

### Special requirements

A key challenge for all Emmaus' in the UK is balancing our charitable purpose with our social enterprise activities.

- A requirement to learn and engage with the Emmaus ethos as presented in the Universal Manifesto[1] and embodied in the history and experience of all involved in Emmaus, including a requirement to support solidarity[2]
- To assist with out-of-hours emergency maintenance and repairs as and when required. *Note – time in lieu will be offered in response to an emergency call-out*

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

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

71

**emmaus**  
working together to end homelessness



# Person specification

## Senior Maintenance Operative

### Experience, skills and attributes - essential

- Good general education
- Proven experience in practical maintenance work
- Proven experience in project management
- Proven knowledge and experience of current Health & Safety regulations
- Proven knowledge of Risk Assessments
- Experience in managing buildings
- Proven experience in managing staff and contractors within the building industry
- Experience in negotiating with suppliers and contractors
- Proven knowledge and experience in the use of Personal Protective Equipment
- Proven experience in general carpentry work
- Proven experience in general plumbing work
- Knowledge of Legionella
- Good verbal and written communication
- Good listening skills
- Ability to prioritise and manage time efficiently
- Ability to respect professional boundaries
- Full driving licence and willingness to drive Community vehicles in the course of fulfilling the maintenance role

### Experience, skills and attributes - desirable

- Training: identifying, preparing, and delivering training to individuals
- First Aid qualification
- A good knowledge of local resources and a network of local contacts
- PASMA certificate
- Working in a supported accommodation environment (or similar)
- City and Guilds or equivalent in a related discipline
- IOSH Managing Safely
- CITB Construction Site Safety
- Part P Qualification or equivalent

### Personal characteristics

- Empathetic and understanding of a wide range of needs and experiences
- Effective team player, with the ability to lead, work and delegate
- Compassionate, collaborative and encouraging approach
- Ability and willingness to be an effective role model, lead by example within the ethos of Emmaus
- Ability to be fair, consistent, confident and calm in dealings with people
- Commitment to environmental sustainability and social development
- An understanding of the challenges that arise from community living
- The ability to embrace the values and aims of Sussex Emmaus
- A commitment to the value of continuous training and development
- Understanding of and commitment to equal opportunities

# Terms of employment

## Senior Maintenance Operative

<b>Starting salary:</b>	£28,000 - £30,000 DOE
<b>Hours of work:</b>	37.5 hrs/week Monday-Friday
<b>Contract:</b>	Permanent
<b>Probation period:</b>	6 months
<b>Pension:</b>	Stakeholder pension with 5% employer contribution
<b>Holidays:</b>	25 days plus Bank Holidays.
<b>Training and development:</b>	Individually tailored induction, ongoing training and development
<b>Employee Assistance:</b>	24/7 employee assistance scheme is available
<b>Flexible working:</b>	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](mailto:contact@sussexemmaus.co.uk).

If you would like to arrange an informal discussion about the role, please email: [dbrightmore@sussexemmaus.co.uk](mailto:dbrightmore@sussexemmaus.co.uk)

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

**The closing date for applications is 6 March 2026**

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