



Application Pack

Bistro Assistant

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About Emmaus

We offer a home, not just a bed for the night.

Our vision: A world in which everyone has a home and a sense of belonging

At Emmaus Village Carlton, formerly homeless people find a place where they can enjoy companionship and support. Each person has their own room whilst living in the community. When a companion wants to move on, he or she will be assisted to find accommodation and work.

We offer work

All companions (residents) work full time and there is work for everyone. The shops and bistro provide a commercial setting where skills can be learned in a friendly atmosphere.

We offer a new beginning

Emmaus offers homeless people a fresh start in life with the support of the community around them. They can stay as long as they wish and are offered opportunities to acquire skills. When a companion wants to move on, he or she will be assisted to find accommodation and work.

Emmaus in the world

Emmaus isn't just in the UK, in fact it originally started in France in the 1940s. Since then Emmaus has grown into an international movement with more than 300 groups based in 36 countries across the world. Emmaus started in France shortly after the Second World War, when homelessness was a big issue.

The first Emmaus community was founded in Paris, in 1949, by Father Henri-Antoine Grouès, better known as Abbé Pierre. He was an MP, Catholic priest and former member of the French Resistance who fought to provide homes for those who lived on the streets of Paris. One night, a man called Georges was brought to Abbé Pierre after a failed suicide attempt. Georges had been released after 20 years in prison, only to find his family unable to cope with his return home, leaving him with nowhere to go. He turned to the Abbé for help, but instead Abbé Pierre asked Georges to help him, building houses for the homeless mothers who came looking for his support.

Georges became the first Emmaus companion, living with Abbé Pierre and helping him to build temporary homes for those in need, first in the priest's own garden, then wherever land could be bought or scrounged. He later said:

Whatever else he might have given me - money, home, somewhere to work - I'd have still tried to kill myself again. What I was missing, and what he offered, was something to live for." Georges - the first Emmaus companion

How it works

There are currently 29 Emmaus communities across the UK, providing a home and meaningful work to more than 750 formerly homeless people. In addition to this, there are four emerging groups, working hard to establish new communities. Together, we are working towards a target of being able to offer 1,000 companion places by 2020.

Social enterprise is central to the Emmaus model as it provides meaningful work for companions but also generates funding to maintain communities. Companions living in Emmaus communities are expected to sign off all benefits, with the exception of housing benefit, which is used to help to support the community. The rest of the funding that is needed is generated through social enterprise and fundraising.

Solidarity, helping others less fortunate than yourself, is central to the Emmaus way of life. Everyone at Emmaus, including companions, staff, trustees and volunteers is encouraged to carry out acts of solidarity to support people who need it most.

For companions in particular, this has a huge impact on their confidence and self-worth, showing them that they *can* make a difference to someone else's life and add value to the lives of people around them.

Our impact

Emmaus doesn't only have a significant impact on the lives of people who have experienced homelessness and social exclusion, it also brings wider social and economic benefits.

Research carried out in 2012 found that for every £1 invested in an established Emmaus community, £11 is generated in social, environmental and economic returns.

The benefits included:

- Keeping people out of hospital, and helping them to be safe and well, saved the Department of Health £1,478,506 for NHS and emergency service costs;
- Emmaus saved local government £2,447,612 which would have been spent on hostel accommodation, drug and alcohol services and landfill;
- Keeping people in work and out of prison saved the Ministry of Justice £778,435.

The report found that Emmaus communities successfully provide a place for people in vulnerable housing situations to rebuild their lives by offering them meaningful work and support. Significant benefits were linked to substantial improvements in companions' physical and mental health, including reductions in substance misuse.



Bistro Assistant – Full Time. Permanent Post

Do you have catering and/or hospitality experience and want a rewarding role at the heart of our social enterprise operations?

Emmaus Village Carlton is looking for a highly motivated individual to provide front of house duties and also to provide support within the kitchen as required. As a member the catering team you be expected to support the welfare, care and development of companions in the community in a manner which embodies the Emmaus ethos.

The successful candidate will strive to encourage, develop and maintain good working relationships with all parts of the community, including staff, volunteers, companions and trustees. You will have a belief in the potential of each individual and an understanding of the importance of the Community in helping each person to achieve their potential.

If you would like to join the team at this dynamic and successful charity and have the experience, drive and enthusiasm to undertake this important role, we would like to hear from you as soon as possible.

Terms of employment

Salary:	£18,414 p.a. gross
Hours of work:	40 hours per week: Wednesday – Sunday. 8.30 am to 5.00 pm
Pension:	An auto enrolment pension arrangement whereby the employer contributes 5% and employees 3%
Holidays:	23 days per year plus Bank holidays
Training and development:	Individually tailored induction, training and development
Employee Assistance:	24/7 employee assistance scheme is available

Application process

To apply please send your completed application form to Chloe Goodship, Catering Manager at chloegoodship@emmausvc.org by **9.00am, Friday 11th October 2019**.

Those shortlisted will be invited to an **interview on Friday 18th October 2019**. Before you apply, please ensure you are available on this date.

Find out more about Emmaus Village Carlton by visiting https://www.emmaus.org.uk/village_carlton

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age

Emmaus Village Carlton, School Lane, Carlton, MK43 7LQ. T: 01234 720826
Charity Number: 1083113. Company Number: 3924340



Emmaus Village Carlton Bistro Assistant Job Description

Job Title:	Bistro Assistant
Reports To:	Catering Manager
Location:	Emmaus Village Carlton, School Lane, Carlton. MK43 7LQ

Job Purpose

Reporting to the Catering Manager, the Bistro Assistant will have front of house duties but will also be expected to provide support within the kitchen as required. As a member of the catering team you will be expected to support the welfare, care and development of companions in the community in a manner which embodies the Emmaus ethos.

Actively contribute and support the Catering Manager and team to develop and grow the catering provision across the Emmaus Village Carlton site.

Duties and Responsibilities

Responsible to the Catering Manager for:

Catering Provision:

- To work with the catering team to support and develop the catering provision within the business
- Responsible for Front of House morning set up and end of day close down
- Assist as and when required within the kitchen
- Prepare and serve hot beverages, cold drinks, snacks and plate up cakes as required
- Maintain stock control and rotation of items on display
- Maintain a warm, welcoming and professional approach to customers
- Assist with monitoring the quality of the products and services provided
- Assist a team of Companions and give support and training where necessary
- Cleaning duties in the front of house and kitchen as required
- Report any faults to Catering Manager, ensure they are rectified and ensure equipment is not used until safe
- Ensure that all equipment, monies and the overall Front of House is safe and secure at all times

Health and Safety:

- Adherence to all procedures related to Health and Safety and COSHH regulations with regard to food storage, preparation, equipment, materials and general safety
- Ensure that a good standard of hygiene and cleanliness is maintained throughout the kitchen and front of house, to meet the required standards of practice prescribed by Environmental Health Agencies
- Ensure all equipment used is well maintained, in good working order and to report any defects to the Catering Manager
- Maintain high standards of cleanliness, personal hygiene and appearance at all times

Team Working:

- Willingness to undertake personal professional development as required
- Actively contribute and support the Catering Manager and team to develop and grow the catering provision across the Emmaus Village Carlton site
- Promote teamwork and motivate staff to ensure effective working relations and communication
- Be flexible and willing to carry out any reasonable duties needed to assist the catering team, including flexibility to cover sickness, holiday and training absences as required

Other Duties:

- Attend meetings and actively contribute to the Community Strategic Plan as required
- Willingness to attend training courses as deemed appropriate to the role
- Perform any other tasks or duties deemed necessary by the Catering Manager

Working Conditions

Emmaus Village Carlton runs its social enterprise activities seven days a week and provides 24 hour, 7-day/week support to the Community.

Emmaus works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role. All roles within Emmaus Village Carlton are subject to enhanced DBS checks.

All staff must always act in a way which will maintain the good reputation of Emmaus Village Carlton, upholding the policies and procedures of Emmaus and striving to preserve good working relationships with Staff, Volunteers, Companions and Trustees. All staff are obligated to keep the appropriate and key personnel well informed of significant matters relating to the Community.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus' aim to take action to help disadvantaged people. Emmaus therefore encourages, develops and supports volunteer involvement in its work.

We expect you to carry out your job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound 'value for money' principles in undertaking purchasing or supply of goods and services.

Physical Requirements

Emmaus Village Carlton is currently based on one single 6 hectare site. There are three trading buildings open to the public, an 'Under 1 Roof' building for reception and sorting of donated goods, a waste recycling area, offices, gardens and grounds, playing fields, three residential houses for beneficiaries, and staff accommodation

Person Specification	
Essential	Desirable
Experience	
<ul style="list-style-type: none"> • A minimum 1 years' experience of working within a catering environment • Minimum 1 years' experience of working within a customer service environment • Maintaining professional boundaries 	<ul style="list-style-type: none"> • Working with vulnerable people or people with challenging behaviour • Experience of working with volunteers • Experience of working with and relating to a diverse range of people • Motivating people and developing their skill and work ethic
Education / Professional Certification	
<ul style="list-style-type: none"> • GCSE maths and English • Level 2 Food Hygiene qualification 	<ul style="list-style-type: none"> • Current First Aid Certification
Skills	
<ul style="list-style-type: none"> • Knowledge of current food legislation in regards to food hygiene and health and safety in the workplace. • Excellent customer service • Good interpersonal skills 	<ul style="list-style-type: none"> • Experience of managing challenging behaviour and conflict resolution • Effective listening
Knowledge and Commitment	
<ul style="list-style-type: none"> • Use of commercial catering equipment • Use of domestic cooking appliances • Able to follow Codes of Practice. (Please refer to the Health & Safety and Hygiene Practices). • Confidentiality and data protection • Awareness, understanding and compliance to Equal Opportunities 	
Personal Characteristics	
<ul style="list-style-type: none"> • 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 • Ability and willingness to work with and alongside companions, staff and volunteers • Empathetic and understanding of a wide range of needs and experiences • Awareness and acceptance of own limitations • Able to welcome people into the community with no prejudice. 	