



# **Application Pack**

**Online Coordinator**

**Part Time**

**16 hours per week**

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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.



## Online Coordinator – Part Time (16 hours). Permanent Post (possibility to increase hours)

Do you have a proven track record in online selling and have excellent people skills? Want a rewarding role at the heart of our social enterprise operation?

This is an exciting opportunity for an experienced and highly-motivated individual to be instrumental in maintaining and growing an efficient and profitable online sales service within our successful retail operation. This post is initially part time, but as the service income grows, there is a possibility that the hours will increase.

The Online Coordinator will also help in the supervision, motivation and training of companions and volunteers in relation to our online operation.

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

## Terms of employment

<b>Salary:</b>	£19,000 p.a. gross pro rata (£7,600 for 16 hours)
<b>Hours of work:</b>	16 hours per week: Days and times to be agreed with the potential to increase hours as the service income grows
<b>Pension:</b>	An auto enrolment pension arrangement whereby the employer contributes 5% and employees 3%
<b>Holidays:</b>	23 days per year plus Bank holidays pro rata
<b>Training and development:</b>	Individually tailored induction, training and development
<b>Employee Assistance:</b>	24/7 employee assistance scheme is available

## Application process

To apply please send your completed application form to Barbara Fitzgerald, Retail Manager, [barbarafitzgerald@emmausvc.org](mailto:barbarafitzgerald@emmausvc.org).

**Closing Date: Sunday 17<sup>th</sup> November 2019, 4.30pm**

Those shortlisted will be invited to an **interview on Monday 25<sup>th</sup> November. Please ensure you are available on this date.**

Find out more about Emmaus Village Carlton by visiting [https://www.emmaus.org.uk/village\\_carlton](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 Online Coordinator – Part Time Job Description

<b>Job Title:</b>	Online Coordinator – Part time (16 hours per week)
<b>Reports To:</b>	Retail Manager
<b>Location:</b>	Emmaus Village Carlton, School Lane, Carlton. MK43 7LQ

### Job Purpose

To maintain and grow an efficient and profitable online sales operation with responsibility to:

- Identify, price and track suitable stock
- Prepare goods for sale online
- Respond to customer queries
- Responsible for postage and packaging of items
- Ensuring Emmaus policies and procedures are adhered to at all times

Actively contribute and support the Retail Manager and team to maintain and grow the online retail offering from Emmaus Village Carlton site.

### Duties and Responsibilities

Responsible to the Retail Manager to:

- Identify suitable stock from across the site in order to maximize online sales
- Keep accurate stock and track location of items
- Research and price stock
- Take attractive and accurate photographs of stock
- Write accurate and appealing descriptions of items
- Train, motivate, support and assist companions and volunteers in supporting the online operation
- Liaise with the support team and other departments to ensure adequate staffing of online operation
- Maintain good housekeeping and health and safety procedures at all times
- Ensure the retail administration procedures are followed at all times

#### Health and Safety:

- Adhere to all procedures related to Health and Safety and COSHH regulations with regard to maintaining shops, equipment, materials and general safety
- Ensure that a good standard of hygiene and cleanliness is maintained throughout the work area
- Ensure all equipment used is well maintained, in good working order and to log any defects and report the Retail Manager as required
- Maintain high standards of cleanliness, personal hygiene and appearance at all times

#### Team working:

- Willingness to undertake personal professional development as required
- Promote teamwork and motivate staff, volunteers and companions to ensure effective working relations and communication.

#### Other Duties:

- Attend meetings and actively contribute to the overall Business Strategy as required
- Perform any other tasks or duties deemed necessary by the Retail 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"> <li>• A minimum 1 years' experience of online selling within retail environment</li> <li>• Good IT and interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• Working with vulnerable people or people with challenging behaviour</li> <li>• Experience of working with volunteers</li> <li>• Experience of working with and relating to a diverse range of people</li> </ul>
Education / Professional Certification	
<ul style="list-style-type: none"> <li>• Evidence of GCSE Maths, English and IT</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid Certified</li> </ul>
Skills	
<ul style="list-style-type: none"> <li>• Effective time management and organisational skills</li> <li>• Excellent customer skills</li> <li>• Ability to meet targets and keep within set budgets</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of coaching, team building and motivating others</li> <li>• Merchandising and sales skills</li> <li>• Marketing skills</li> </ul>
Knowledge and Commitment	
<ul style="list-style-type: none"> <li>• Knowledge of current trading legislation in regards to selling second hand goods and health and safety in the workplace.</li> <li>• Knowledge of online selling</li> <li>• Able to follow Codes of Practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Gift Aid</li> </ul>
Personal Characteristics	
<ul style="list-style-type: none"> <li>• A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential</li> <li>• Effective team player, with the ability to lead, work and delegate</li> <li>• Ability and willingness to work with and alongside Companions, staff and volunteers</li> <li>• Empathetic and understanding of a wide range of needs and experiences</li> <li>• Awareness and acceptance of own limitations</li> <li>• Commitment to environmental sustainability and social development</li> <li>• Awareness, understanding and compliance to Equal Opportunities</li> <li>• Understanding of professional boundaries</li> <li>• Able to welcome people into the community with no prejudice.</li> </ul>	