



Application Pack

Operations Manager

Full time

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March 2021

Dear Applicant

Thank you for showing an interest in working for Emmaus Village Carlton. We are looking for a compassionate individual that are also highly motivated, enthusiastic, and organised to take the lead responsibility for the day-to-day operational management of the site, buildings, and social enterprise business activities.

Working alongside companions and reporting to the Chief Community Officer, the Operations Manager will provide and promote a supportive and nurturing environment for companions whilst also successfully delivering strategic priorities to support the community towards becoming financially self-sustainable.

As a member of the Management Team, you will actively contribute to external communications, policy development, business development and marketing.

If you have the relevant personal qualities, experience, skills, enthusiasm and a positive "can do" attitude and would relish the chance to work in this dynamic, progressive, and successful charity, we would like to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do and a social enterprise that has an exciting future.

Before applying I would urge you to carry out some background research, so you understand the ethos and concept of an Emmaus Community. This role is not just about delivery of targets, it is equally important that you can support, motivate, and develop our companions in a positive way.

Unfortunately, most of our social enterprise activities are currently closed due to government lockdown restrictions, but we are continuing to offer a takeaway and delivery service from our bistro and online sales. In accordance with national guidance, we are planning to reopen our shops and bistro for outdoor eating from Wednesday 14th April.

I look forward to hearing from you.

Kind regards

Angela Foll

Angela Foll
Chief Community Officer
Emmaus Village Carlton

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 and working in the community. When a companion wants to move on, they 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 supported and 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 train and acquire new skills. When a companion wants to move on, he or she will be assisted to find accommodation and work.

Emmaus in the world.

Emmaus is not just in the UK. It originally started in France in the 1940s and since then has grown into an international movement with more than 400 groups based in 41 countries across the world. Emmaus started in France shortly after the Second World War, when homelessness was a big issue.

How it works.

There are currently 34 Emmaus communities across the UK, providing a home and meaningful work to more than 840 formerly homeless people. In addition to this, there are five emerging groups, working hard to establish new communities. 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. The UK is now the largest Emmaus movement outside of France.

Working with companions.

Supported by staff and volunteers, companions are the mainstay of the EVC operation throughout the site. We exist to support companions. Some have never worked, have limited confidence, and can find responsibility challenging.

As well as running a busy, multi-faceted operation, the role of Operations Manager also includes the need to coach, mentor and motivate companions on a daily basis.

Terms of employment.

Salary:	£35,000 p.a. gross
Hours of work:	40 hours per week: Wednesday – Sunday, 8.30am to 5.00pm with flexibility to cover sickness and holidays as required. Weekends are our busiest days, but we are willing to have some flexibility if you cannot work every weekend.
Pension:	An auto enrolment pension arrangement whereby the employer contributes 5% and employees 3%.
Holidays:	23 days per year plus Bank holidays pro rata.
Training and development:	Individually tailored induction, training, and development.
Employee Assistance:	24/7 employee assistance scheme is available.

Working Conditions.

Emmaus Village Carlton runs its operations seven days a week and provides 24 hours, 7-days/week support to the community. We open to the public five days per week, Wednesday to Sunday, and this role will be required to work these business opening days.

Emmaus works with vulnerable adults at risk. Staff and volunteers must observe the proper professional boundaries while performing their role.

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 required to keep personnel information and significant matters relating to the community confidential.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus' aim to take action to help the most disadvantaged people. Emmaus therefore encourages the development and support of 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 when undertaking purchasing or supply of goods and services.

Site Details.

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

Safeguarding and right to work in the UK.

The role will involve working with companions and requires a Disclosure and Barring Service (DBS) check. This is to check the criminal records and that the person is not barred from working with 'adults at risk'. Some companions can be classed as adults at risk.

After interviews, the successful candidate will be required to provide evidence of their right to work in the UK and complete a DBS check.

How we store and use your personal information.

Your CV and other information will be stored in a password protected folder for 6 months following the closing date to enable equality monitoring and to enable us to contact you in the future should any other suitable posts become available. However, if at any time you wish us to delete your information, then please do not hesitate to contact us and it will be securely destroyed.

Your CV and supporting letter will only be passed to other members of the recruitment panel, but before it is passed on for the selection process, the personal information will be removed from your CV. This includes:

- Name
- Address
- Age
- Marital Status

This is to protect your personal information, but also to enable us to shortlist 'blind', so that we are fair and equitable to encourage a diverse workforce.

Application process

To apply please **send your CV with a supporting letter** (maximum 2-sides of A4) detailing:

1. Why are you applying for this role?
2. What relevant experience and skills do you have?
3. Why are you the best candidate for this position?

to Angela Foll, Chief Community Officer, angelafoll@emmausvc.org by **9.00am, Monday 19th April 2021**.

Most of our social enterprise activities are currently closed due to government lockdown restrictions, but we are continuing to offer a takeaway and delivery service from our bistro and online sales. In accordance with national guidance, we are planning to reopen our shops and bistro for outdoor eating from Wednesday 14th April. Interviews will be held on Thursday 29th April.

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 Operations Manager Job Description

Job Title:	Operations Manager
Reports To:	Chief Community Officer
Responsible For:	Operations team: Recycle and Reuse Manager, Retail Manager and Catering Manager
Location:	Emmaus Village, School Lane, Carlton MK43 7LQ

Job Purpose

Provide lead responsibility for the day-to-day operational management of the Emmaus Village Carlton (EVC) site, buildings, and social enterprise business activities.

Provide and promote a supportive and nurturing environment for companions whilst also successfully delivering strategic priorities to support the community towards becoming financially self-sustainable.

Provide an environment of continuous improvement.

Be a pro-active member of EVC Management Team and actively contribute to external communications, policy development, business development and marketing.

Provide effective leadership and performance management to support and develop the operations team to realise individual and business potential.

Duties and Responsibilities

Responsible to the Chief Community Officer to:

Companion Support:

- Provide and promote a supportive and nurturing environment for companions.
- Work alongside companions on a daily basis, offering coaching, mentoring and motivation.

Service Delivery:

- Ensure the full range of EVC business activities are organised and managed effectively.
- Ensure the organisation has enough stock and raw materials in the right place at the right time to effectively deliver business activities and maximise income generation opportunities for EVC.
- Ensure the business operations are properly resourced with staff and companions.
- Ensure relevant and accurate management information and statistical reports are provided as required in a timely manner.
- Ensure all operational activities are delivered in line with EVC's written policies and procedures.
- Undertake operational tasks to provide additional resources to the operations team as required.

Strategy and Development:

- Provide the strategic lead to all business activities to ensure development and growth and EVC are maximising income generation opportunities.
- Actively contribute to the development, implementation, and review of the Strategic Plan.

Property, Vehicles and Equipment:

- Ensure the effective management of EVC's property portfolio, including property acquisitions, leases, insurance, planned and cyclical maintenance, planning and building control consents and responsive repairs.
- Ensure proactive management of energy and water consumption through benchmarking of all properties to reduce EVC's carbon footprint.
- Ensure EVC vehicles and machinery are effectively managed and maintained to an acceptable standard and compliant with all legislation.

Leading and Managing:

- Ensure effective deployment of the business team and companions to provide efficient delivery of all business and operational activities.
- Deal with any staffing issues of the operations team that arise in consultation with the Chief Community Officer, as appropriate
- Ensure all staff in the operations team have regular supervision sessions and annual appraisals which are recorded in writing and agreed.
- Ensure personal development and relevant training is provided for the operations team as appropriate.
- Ensure relevant business training opportunities are developed and implemented for companions in consultation with the support team.
- Promote teamwork and motivate staff and companions to ensure effective working relations and communication across the community.
- Lead on any recruitment requirements within the operations team in consultation with the Chief Community Officer.

Health and Safety:

- Ensure all procedures related to Health and Safety, COSHH regulations and general safety are adhered to across the site.
- Ensure that equipment across the site is fit for purpose and in good working order, and that the maintenance agreements for all equipment are current.
- Ensure that all accidents and incidents are reported, including notifiable diseases.

External Communications and Marketing:

- Support the Chief Community Officer with the development, review, and implementation of the marketing strategy to build awareness of EVC.
- Support the Chief Community Officer to establish and maintain effective professional relationships with appropriate statutory, voluntary, and private sector representatives.
- Promote EVC services to funders, commissioners, service providers and the public with professionalism, and commitment.
- Ensure proactive development and implementation of events across the community to increase awareness of EVC and to increase income generation opportunities.
- Develop and maintain effective professional relationships with Emmaus UK and other communities across the UK, Europe and internationally.
- Represent and act as an advocate for EVC at appropriate local networks professionally.

Financial Controls:

- Promote a value for money culture ensuring all business and operational activity is undertaken at best value with authorised suppliers to ensure cost effectiveness without compromising on quality.
- Monitor and adhere to the business and operational and reduce costs wherever possible.
- Monitor business and operational department budgets.

Other Duties:

- To be part of a management team on call rota outside of working hours.
- Attend and proactively participate in staff, companion, and as required volunteer and Board meetings.
- Attend and proactively participate in Management Team meetings
- Perform any other tasks or duties deemed necessary by the Chief Community Officer

Person Specification	
Essential	Desirable
Experience	
<ul style="list-style-type: none"> • Minimum of 3 years retail management experience • Online retail experience • Confident and competent people manager • Experience of managing challenging behaviour and conflict resolution • Project management • Business development • Facilities management • Training and development • Proven ability to network effectively 	<ul style="list-style-type: none"> • Experience with EPOS systems (particularly Kudos) • Experience in the catering industry • Voluntary/Charity sector experience, working with a Board of Trustees • 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 • Public relations and marketing • Financial and budget management
Education / Professional Certification	
<ul style="list-style-type: none"> • GCSEs or equivalent including passes in English and Maths • Evidence of continued professional development, ideally health and safety, equal opportunities, trading legislation, business development 	<ul style="list-style-type: none"> • Other related professional education/training • First Aid Certified • Catering / food and hygiene qualification
Skills	
<ul style="list-style-type: none"> • Managing multi-faceted operations/sites • Excellent customer service • Effective listening • Effective time management and organisation • Effective written and verbal communication, including public speaking. • Analytical and problem-solving • Participative management style: ability to enable and empower rather than direct 	<ul style="list-style-type: none"> • Effective IT skills including Microsoft Word, Excel, PowerPoint, internet, and email • Stock control and management
Knowledge and Commitment	
<ul style="list-style-type: none"> • Retail and trading law • Professional boundaries • Confidentiality and data protection 	<ul style="list-style-type: none"> • Current food legislation • Understanding of issues surrounding homelessness • Health and Safety: Fire safety, COSHH, manual handling, risk assessment, first aid, food hygiene • HR
Personal Characteristics	
<ul style="list-style-type: none"> • A belief in the potential of everyone 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 collaboratively 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 • Enthusiastic and highly self-motivated • Ability to stay calm under pressure • Commitment to environmental sustainability and social development • Awareness, understanding and compliance to Equal Opportunities • Able to welcome people into the community with no prejudice 	