

Application Pack

Online Retail Assistant

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.

**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 Heath £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 Retail Assistant – Part Time (16 hours over 4 days).**

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.

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**

|  |  |
| --- | --- |
| **Salary:**  | £24,444p.a. gross pro rota (£10,158.72 for 16 hours) |
| **Hours of work:** | 16 hours per week. Days and times to be agreed, 4 days out of 7  |
| **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 |

**Application process**

To apply please send your completed application form to Jonathon Lasenby, Retail Manager,

jonathonlasenby@emmausvc.org

**Closing Date: Wednesday 19th February 2025, 9.00am**

Those shortlisted will be invited to an **interview w/c 19/02/25. Please ensure you are available to attend.**

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**

**Online Coordinator – Part Time (16 hours)**

 **Job Description**

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| **Job Title:** | Online Retail Assistant – Part Time (16 hours over 4 days) |
| **Reports To:** | Retail Manager |
| **Location:** | Emmaus Village Carlton, School Lane, Carlton. MK43 7LQ |

**Job Purpose**

To create and maintain an efficient and profitable online sales operation with responsibility for:

Identifying, pricing and tracking suitable stock

Prepare & sell products and services through an online storefront

Picking, packing & postage distribution of sold items

Day to day administration, responding to customer queries & providing excellent customer service

Ensuring Emmaus policies and procedures are adhered to at all times

To work closely with the Retail Manager & team to develop and grow the e-commerce journey offering from Emmaus Village Carlton site.

**Duties and Responsibilities**

Responsible to the Retail Manager for:

* Identify suitable stock from across the site in order to maximize online sales
* To provide accurate stock records and track location of items
* Researching and pricing of stock
* Creating eye catching, attractive and accurate photographs of stock
* Excellent writing skills to provide accurate appealing descriptions of items
* To train, motivate, and assist companions and volunteers in supporting the online operation
* To maintain housekeeping and health and safety procedures at all times
* To ensure the retail administration procedures are followed at all times

**Health and Safety:**

* Adherence 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
* Actively contribute and support the Retail Manager and team to develop and grow the retail business across and beyond the Emmaus Village Carlton site
* Promote teamwork and motivate staff to ensure effective working relations and communication.

**Other Duties:**

* Attend meetings and actively contribute to the overall organisation as required
* Perform any other tasks or duties deemed necessary by the Retail Manager

**Working Conditions**

Emmaus Village Carlton runs its business operations seven days a week and provides 24 hour,

7-day/week support to the Community. Days and hours of work will be agreed with the Retail Manager as appropriate.

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 receiving and sorting of donated goods, a waste recycling area, offices, gardens and grounds, playing fields, three residential houses for beneficiaries, and staff accommodation

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| **Person Specification** |
| **Essential**  | **Desirable** |
| Experience |
| * A minimum 1 years’ experience of online selling within retail environment
* Good IT and interpersonal skills
 | * 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
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| Education / Professional Certification |
| * Evidence of GCSE Maths, English and IT
 | * First Aid Certified
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| Skills |
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| * Effective time management and organisational skills
* Excellent customer skills
* Attention to detail
* Good writing skills
* Knowledge & proficiencies
* Ability to meet targets and keep within set budgets
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 | * Experience of coaching, team building and motivating others
* Merchandising and sales skills
* Marketing skills
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| Knowledge and Commitment |
| * Knowledge of current trading legislation in regards to selling second hand goods and health and safety in the workplace.
* Knowledge of online selling
* Able to follow Codes of Practice.
 | * Knowledge of Gift Aid
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| Personal Characteristics |
| * 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
* Commitment to environmental sustainability and social development
* Awareness, understanding and compliance to Equal Opportunities
* Understanding of professional boundaries
* Able to welcome people into the community with no prejudice.
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