



**emmaus**

working together to end homelessness



# Applicant Pack

Development Manager:  
Quality and Improvement



# Contents

Thank you for your interest in the role of Development Manager: Quality and Improvement at Emmaus UK.

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.

[emmaus.org.uk](https://emmaus.org.uk) 

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# How Emmaus works

Emmaus supports people who have experienced homelessness and social exclusion. Our communities offer:



## **A stable home and a base 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.



I never thought I'd be homeless but stuff happens. Honestly, I wouldn't change what I've been through because I wouldn't be who I am today. I wouldn't have met my true self and proved how strong I am. Coming to Emmaus is one of the best decisions I've ever made.

Damian, former companion of Emmaus Salford



# Emmaus overview

Emmaus is a secular organisation supporting people affected by homelessness and social exclusion. There are currently 29 Emmaus communities across the UK, providing a home, tailored support and meaningful work to more than 850 people, known within Emmaus as companions. In addition to existing Emmaus communities, there are three emerging groups working to establish new communities.

Emmaus is different to many homelessness charities and support services as we go beyond just offering a bed for the night; we provide longer-term support, stability, opportunities for personal development, and a strong sense of community.

Social enterprise is central to the Emmaus model as it provides work opportunities for companions but also generates a large proportion of the funding needed to maintain communities. Having something to do every day provides structure and a sense of purpose to Emmaus companions.

Our social enterprises play a huge part in helping to restore the self-esteem that many people lose when they are homeless, and enables them to make the most of their existing skills, while learning new ones.

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, solidarity 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.

# Emmaus in the UK

Emmaus communities and groups work together to empower people to change their lives for the better.

## Our vision

A sustainable world in which everyone has a home and sense of belonging.

## Our purpose

We exist to give hope and a sense of belonging to those who have experienced homelessness and poverty.

## Our mission

To empower people affected by homelessness and poverty to change their lives for the better whilst using our voice to achieve social change.

At Emmaus UK, we do this by providing help, support and coordination to our members and protecting the principles, objectives and identity of Emmaus within the UK.

Emmaus in the UK has a federal structure, which means that each community and group is an independent charity with its own staff team and board of trustees. Emmaus UK was set up to unify and support the federation, providing a central set of services that bring members together and support the movement's growth in the UK.

Anyone wishing to set up a new Emmaus group must go through a rigorous affiliation process, which includes developing a firm business plan and demonstrating the capacity to establish a social enterprise and community. New groups are supported throughout this process and mentored by a more established community and by Emmaus UK.

## Our values

- **Respect** — for others, ourselves, and our environment.
- **Sharing** — for resources, skills, challenges and successes.
- **Openness** — to ideas, challenges, and to other points of view.
- **Solidarity** — helping those in greatest need and opposing injustice.
- **Welcoming** — friendly, approachable and inclusive to all.



## Our Strategic Plan for 2022 – 2027

### We will help more people by

- Delivering a wider range of activities to address social exclusion.
- Creating more homes.
- Developing a range of employment and move on housing options.
- Maximising the use of every companion room.

### We will work smarter by

- Improving our processes and making better use of technology.
- Developing and growing our social enterprises.
- Actively seeking opportunities to improve our environmental impact.
- Investing in our people through training and development.

### We will shout louder by

- Helping people to better understand who we are and what we offer.
- Raising our profile within the sectors in which we operate.
- Campaigning and influencing to improve the lives of the people we support.
- Engaging more potential customers, supporters and companions.

### Working together better by

- Improving our governance systems to achieve better coordination.
- Developing effective methods for sharing learning and ideas.
- Creating stronger links with the international movement.
- Developing a contemporary and values driven culture.



“This plan has been developed by the federation of Emmaus charities in the UK to make sure we are in the best position possible to thrive in a post pandemic world.

“As a federation of independent charities, Emmaus has the benefit of a strong community connection and the collective strength that comes from being part of a national and international movement. Through this plan we want to make the most of this collective strength and increase the positive impact Emmaus has in the UK.”



Charlotte Talbott, Chief Executive of Emmaus UK



# 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/) 



# Role overview

## Development Manager: Quality and Improvement

It's an exciting and important time for our charity as we work to help more people out of homelessness and poverty as part of an ambitious strategy.

The role of Development Manager: Quality and Improvement will sit within the Partnerships and Federation Development directorate, to support the delivery of key charity and federation-wide objectives, as part of our mission to empower people affected by homelessness and poverty to change their lives for the better while using our voice to achieve social change.

The principal responsibility will be to support our ambition to become a best practice national body, responsible for the day-to-day management of the Quality and Improvement function within Emmaus UK and the wider federation.

The Development Manager will act as a 'relationship manager' with existing, new and potential communities and groups and provide high-quality advice, support and capacity building. This role will develop policy, guidance and toolkits and contribute towards training in their area of specialism.

The role will also contribute towards the ongoing development and improvement of a quality framework for Emmaus in the UK and will lead an assurance process undertaking support visits to communities and groups and working alongside members to develop and deliver improvement plans.

This role will provide support to the wider Partnerships and Federation Directorate to develop, lead on and support projects to effect transformational change within Emmaus in the UK.

You will have the opportunity to make a significant impact on the growth and development of Emmaus in the UK, contributing to a positive culture, and supporting the overall success of the federation.

Your role will involve supporting the development and delivery of strategic plans, programme design and implementation, stakeholder management, and continuous evaluation and improvement of quality and improvement initiatives.



# Job description

## Development Manager: Quality and Improvement

<b>Location:</b>	Remote with travel required across the UK
<b>Reporting to:</b>	Director of Partnerships and Federation Development

### Purpose of the role

The primary responsibility will be to support our ambition to become a best practice national body, responsible for the day-to-day management of the Quality and Improvement function within Emmaus UK and the wider federation. You will also act as a 'relationship manager' with existing, new and potential communities and groups and provide high-quality advice, support and capacity building.

### Principal responsibilities and duties

#### Quality and Improvement:

- Lead on the design and ongoing improvement of the Emmaus quality framework and assurance system.
- Support self-assessments against the framework, conduct support visits and draft reports and recommendations for communities and groups as part of the assurance system.
- Provide active support to communities and groups, developing interventions and toolkits to address key areas of non-compliance identified within the Emmaus Quality Standards, supporting a culture of continuous improvement across the Federation.
- Ensure that the quality framework and assurance system remain in line with all relevant legislation, regulation, and best practice, providing specific input in your area of specialism.
- Work with the Federation Development team to develop a coproduction framework with the aspiration to ensure that coproduction underpins all quality assurance activities.
- Act as specialist in quality, regulatory and legal compliance and related matters and share your specialist knowledge with federation members and across the Development and wider EUK team.
- Keep abreast of developments in this area, in particular the Supported Housing (Advisory) Act and develop networks for information and best practice sharing.
- Lead on the development and implementation of projects and associated project plans that relate to your area of specialism.
- Work with the Impacts and Evaluation team to assess the impact of quality assurance initiatives, taking an iterative approach to continuous improvement.

#### Advice, Support and Guidance:

- Provide high-quality support, advice, and capacity building for federation members on both a proactive and reactive basis.
- Act as 'relationship manager' for agreed communities and groups providing, or brokering access to, high quality advice, support, and capacity building from within and outside of Emmaus.

- Work with the Director of Partnerships and Federation Development and wider team to develop policy, guidance, and toolkits for EUK and the wider federation as dictated by need. This will include, but not be limited to, those related to the management of communities, provision of support to companions and the operation of social enterprise and retail as required. With a particular emphasis on areas of specialism including: quality and regulatory compliance, safeguarding, complaints and legislation related to the provision of accommodation.
- Work with the Director of Partnerships and Development to support emerging Emmaus groups to transition into trial membership and full community status as required.
- Provide support to the Development Manager: Social Enterprise in relation to Health and Safety compliance across Emmaus UK and the wider federation.
- To ensure the provision of high-quality interventions to support federation members to develop effective local strategies and operational plans including the delivery of business planning and business development interventions.
- Keep abreast of relevant guidelines and developments that affect the work of EUK particularly those in your area of specialism.
- Share intelligence on issues, challenges, concerns, and good practice across the federation to inform capacity building interventions and strategic developments.
- Carry out any other duties commensurate with the post.

### **Safeguarding and Complaints**

- Act as the Deputy Safeguarding Lead for Emmaus UK, providing support and guidance to Emmaus Federation Members and Emmaus UK staff in the absence of the Safeguarding Lead.
- Support the development, implementation, and review of safeguarding policies and procedures to ensure compliance with legislation and best practice standards.
- Maintain accurate and confidential records of safeguarding incidents and actions taken.
- Liaise with external agencies such as local authorities, safeguarding boards, and law enforcement to ensure seamless incident management.
- Conduct safeguarding audits and risk assessments to identify potential concerns and mitigate risks.
- Support the Director of Partnerships and Federation Development to respond to, report on and implement improvements to the complaint handling process within Emmaus UK and wider federation. Working directly with federation members to identify support requirements, trends and follow up actions required.

# Person specification

## Development Manager: Quality and Improvement

### **Experience, skills and attributes - essential**

- Experience of managing quality programmes or projects including areas such as safeguarding, incident management and risk management in a homelessness, housing, or related sector.
- Experience of developing and implementing successful Quality Assurance initiatives or strategies.
- Ability to manage and contribute to a changing environment, including strong programme and project management skills.
- Foundational understanding of working within the parameters of legal/regulated frameworks or organisations.
- Working understanding of or commitment to learn regulation and best practice in regard to housing management.
- Strong coaching and mentoring skills with an approach that builds capacity rather than dependency.
- Proficiency with Office suite of apps.
- Strong communication and interpersonal skills and the ability to establish positive working relationships with colleagues.
- Strong organisational and time management skills and the ability to work to deadlines, prioritise and multi-task in a fast-paced environment.
- Strong influencing skills, including proven track record of implementing change management.
- Commitment to Emmaus' mission to end homelessness and poverty and proven ability to role model values and principles across an organisation or movement.
- Demonstrably comfortable working across multiple locations as Emmaus has 30 operational communities, 3 groups and a growing chain of social enterprises in locations across England, Scotland, and Wales.

### **Experience, skills and attributes - desirable**

- Professional qualifications or training relevant to the post (e.g. project management, audit training or chartered institute of housing qualification desirable).
- Experience of working within a national body and/or federated charity.

# Terms of employment

## Development Manager: Quality and Improvement

<b>Starting salary:</b>	£38,950 (Manager Level 1)
<b>Hours of work:</b>	5 days per week, Monday to Friday
<b>Contract:</b>	Permanent
<b>Probation period:</b>	6 months
<b>Pension:</b>	Stakeholder pension with 6% employer contribution
<b>Holidays:</b>	25 days + Bank Holidays + 3 concessionary days leave
<b>Training and development:</b>	Ongoing training and development
<b>Volunteering:</b>	2 days allowance each year
<b>Employee Assistance:</b>	24/7 employee assistance scheme is available
<b>Wellbeing:</b>	Weekly wellbeing hour to promote personal wellbeing
<b>Flexible working:</b>	Options available, subject to the requirements of the role
<b>Life assurance:</b>	Death in service lump sum of 3 x salary



## Application process

To apply for the role, please complete our application form and equal opportunities monitoring form and email to [jobs@emmaus.org.uk](mailto:jobs@emmaus.org.uk) by Sunday 23 February 2025.

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

Those shortlisted will be invited to an interview conducted via Microsoft Teams on Wednesday 12 March 2025.

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

Emmaus UK 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 teams of people with diverse backgrounds, characteristic, perspectives, ideas and experiences work together.

We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status or parental responsibilities.

To ensure fairness and consistency to select the best candidate for our roles, all applications are anonymised up until an interview has been confirmed so that shortlisting is based solely upon the suitability of the candidate's experience.