



emmaus



Applicant Pack

Regional Communications Officer (North)



Contents

Thank you for your interest in the role of Regional Communications Officer 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 

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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 movement of charities that support people who have experienced homelessness and poverty. In our local Emmaus communities, we end homelessness one person at a time.

No one's life should be defined by homelessness. Together, we support people to put their lives back on track and build a better future. We see the person, their strengths, and the future they want to create. Building on each person's abilities, Emmaus offers skills and work opportunities with a home and place to belong – we're there at every step of their journey out of homelessness.

In Emmaus communities, our package of support is personal and practical. It empowers people to move on from homelessness through:

- A home and the warmth of belonging,
- practical skills, training and work experience that unlocks the power of purpose and self-worth,
- tailored support that meets each person's needs and goals.

Emmaus communities are also a vital part of their local areas. Our charity shops give new life to pre-loved items, helping the environment and offering affordable furniture, clothing, toys and more to local people.

Emmaus UK is a national charity that supports and connects all Emmaus communities and groups across the UK. We bring people together, amplifying their voices and experiences to campaign for fundamental change to prevent homelessness and end this crisis. The first Emmaus community in the UK opened in 1991 and there are now over 30 Emmaus communities and groups across the country.

Solidarity, helping others less fortunate than yourself, is central to the Emmaus way of life. Everyone at Emmaus 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 identify 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/ 



Role overview

Regional Communications Officer (North)

Our team of Regional Communications Officers support Emmaus communities and groups to increase their profile and engage supporters. You will work closely with up to four Emmaus charities to identify their communications needs, plan and deliver work to help achieve their goals.

You will have excellent skills and knowledge in communications, public relations and marketing with at least two years' experience working in a busy and varied communications role.

Although not essential, knowledge and understanding of homelessness and the charity sector would also be an advantage.

Within this hybrid role, you can be based at home or in an Emmaus community. Wherever you are located, maintaining ongoing positive relationships with a wide range of stakeholders is vitally important. Regular travel to your allocated Emmaus communities and groups is essential (usually at least one community visit per week). This will initially be Emmaus North East, Emmaus Leeds and Emmaus Hull & East Riding. Occasional travel to team meetings, usually held in Birmingham, will also be required.

If you're passionate about making a difference and seeing a long-lasting impact, then this is the perfect time for you to get involved with Emmaus.

Job description

Regional Communications Officer

Location: Home based or local Emmaus community (North of England)

Reporting to: Regional Communications Manager

Purpose of the role

Support Emmaus communities and groups in designated patch with all aspects of external communications work, through an agreed service level agreement, in line with the Emmaus communications strategy.

Principal responsibilities and duties

- Provide communications support that helps Emmaus communities to increase the profile of Emmaus locally and nationally
- Work with Emmaus communities to develop and deliver a program of communications projects and activities that help them to raise awareness of their work and increase revenue
- Develop promotional marketing materials and maintain websites and Google Ads accounts
- Provide support with social media, utilising a range of channels for each designated community
- Work with regional and national print and broadcast media, pitching interesting stories to gain coverage
- Gather and create engaging content, including case studies, images and videos from Emmaus communities to use to raise awareness of Emmaus's work locally and nationally
- Work with other Regional Communications Officers and colleagues in the wider Emmaus UK team to co-ordinate communications activity and share best practice
- Engage Emmaus companions in communications work and support them to share their stories where appropriate
- Build partnerships and relationships with local groups, partners and influencers
- Use analytics tools to report back on performance
- Work with the Emmaus UK National Communications Manager to ensure local communications work supports the delivery of the national communications strategy

Person specification

Regional Communications Officer

Experience, skills and attributes - essential

- At least two years' experience in a public relations, communications or marketing role
- Proven experience of using various communications and marketing channels to enhance brand and profile
- Able to use social media, including scheduling and reporting tools, effectively and creatively
- Strong writing skills with experience of drafting and pitching press releases and writing for a range of different audiences
- Photography and videography experience
- IT skills including Microsoft, Canva or other design tools, Google Ads and analytics tools, email marketing platforms and website CMS systems
- Able to identify and manage own priorities and conflicting schedule demands
- Experience of building strong relationships and using these to influence people at all levels
- Experience of working as part of a team and autonomously
- Recognises, responds and adapts appropriately to change
- Has an understanding of, and belief in, equality
- Effective communication skills - including written, verbal and listening skills
- Enthusiastic with a 'can do' attitude
- Innovative - able to proactively identify opportunities
- Has the ability to interpret complex situations/problems and identify solutions which meet organisational needs
- Has an understanding and empathy in the work of Emmaus, and ability to uphold Emmaus's values
- Able to undertake regular travel and work occasional unsocial hours

Person specification

Regional Communications Officer

Experience, skills and attributes - desirable

- Experience of working within a national body and/or federated charity
- Knowledge of services supporting people affected by homelessness or poverty
- Commitment to environmental sustainability and social development
- Experience of working effectively with a diverse range of people
- Experience of working with volunteers

Terms of employment

Regional Communications Officer

Starting salary:	£30,400 per annum pro rata
Hours of work:	4 days per week (30 hours), Monday to Friday
Contract:	Permanent
Probation period:	6 months
Pension:	Stakeholder pension with 6% employer contribution
Holidays:	25 days & Bank Holidays pro rata + 3 concessionary days leave. Up to 3 additional days annual leave accumulated in line with length of service.
Training and development:	Individually tailored induction, ongoing training and development
Volunteering:	2 days allowance each year
Employee Assistance:	24/7 employee assistance scheme is available
Wellbeing:	Weekly wellbeing hour to spend on an activity that promotes personal wellbeing, with a wellbeing allowance paid annually.
Flexible working:	Options available, subject to the requirements of the role
Life assurance:	Death in service lump sum of 3 x salary



Application process

To apply for this role, please complete our application form and equal opportunities monitoring form and email both to jobs@emmaus.org.uk

Please ensure you refer to the job description and person specification when completing your application form. CVs and posted applications will not be accepted.

The closing date for applications is 10am on Monday 22 September 2025.

Those shortlisted will be invited to an interview conducted via Microsoft Teams w/c Monday 29 September. If selected for interview, you will be asked to share examples of your past communications work, and to conduct a short pre-prepared task. We will share themes for discussion at the interview in advance.

To arrange an informal discussion about the role, please email 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 people with diverse backgrounds, characteristics, 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 in selecting the best candidate for our roles, all applications are anonymised until an interview has been confirmed so that shortlisting is based solely upon the suitability of the candidate's experience.