



Emmaus by the sea

Retail Manager

Application Pack

Contents

Introductory Letter	3
About Emmaus	4
About Emmaus Brighton & Hove	6
Role Description	7
Person Specification	8
Terms of Employment	10
Application Process	10
Safeguarding and Right of Work in the UK	10
How we store and use your personal information	11

Dear applicant

Thank you for showing an interest in working for Emmaus Brighton & Hove. We are looking for an experienced Retail Manager to join our team at the Southwick shop, Emmaus by the sea.

The Retail Manager will be responsible for the retail operations, including developing the sales and leading and inspiring our Companions, volunteers and staff who all work in the business.

If you have great retail business development ability, communications skills, experience of training and supporting people with complex needs and a positive “can do” attitude we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do.

To apply please send your CV, supporting statement showing how you meet the person specification, your salary expectations and the additional details form by 5 pm on Friday 19th January 2018 and return to Christine Squire, Chief Executive by email to christine@emmausbrighton.co.uk or by post to Emmaus Brighton & Hove, Drove Road. Portslade. East Sussex BN41 2PA.

Interviews/assessment day will be held week commencing Monday 29th January 2018.

If you would like to arrange an informal discussion about the role, please email christine@emmausbrighton.co.uk

Best regards

Christine Squire
Chief Executive
Emmaus Brighton & Hove



About Emmaus

Our vision: A world in which everyone has a home and a sense of belonging

Emmaus is a homelessness charity with a difference. We don't just give people a bed for the night; we offer a home, meaningful work and a sense of belonging.

For many people who have experienced homelessness, losing their self-esteem can be the most damaging part of their experience. Being on your own, with no support around you can be soul destroying, leaving you feeling worthless.

Finding your way out of that situation isn't easy, particularly when the only options available are temporary fixes, offering a bed for the night but little to occupy your days.

Emmaus is different because it provides a home for as long as someone needs it, in an Emmaus Community. This gives people the opportunity to take stock of their lives, deal with any issues they might have, and often re-establish relationships with loved ones.

"Companion" is the name given to those who live in an Emmaus Community and work in the social enterprise, where they support themselves and one another. There are currently 750 Companions living at 29 Emmaus Communities across the UK.

Rather than relying on benefits, Emmaus uses social enterprise to generate revenue that pays for Companions' home, food and upkeep, as well as providing a small weekly allowance. This is key to restoring feelings of self-worth, showing Companions that their actions make a real difference, both to their own life, and the lives of others.

How it works

Unlike a lot of provision for homeless people, Emmaus Communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing and a small weekly allowance.

In return, we ask:

- That Companions work for 40 hours per week, or give as much time as they are able, in the Community's social enterprises;
- That they behave in a respectful way towards one another;
- That no alcohol or illegal drugs are used on the premises;
- That they sign off all benefits, with the exception of housing benefit.

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.

The Emmaus UK federation strategic plan

The Emmaus UK federation has recently developed its 2015-2020 Strategic Plan, providing clear direction for where the federation should be by 2020. The plan's focus is on improving service provision to Companions, becoming financially robust and better known in the UK, and increasing the number of Companion places to meet the ever increasing demand.

By 2020 we will have:

- 1000 Companion places
- 100 opportunities for non-residential Companions
- Stronger social enterprises
- Structured support and training plans for all Companions
- Companions on all of our boards and committees
- More Companions moving into employment
- Started campaigning for change
- Better recognition for the fantastic work we do

The Emmaus Brighton & Hove Community

The Emmaus Community in Portslade is home for 48 Companions (residents), men and women who have experienced homelessness. Emmaus provides Companions with a safe home, meaningful work, training and rehabilitation.

The Community operates six social enterprises - five shops which sell secondhand goods including donated furniture, household goods, clothing, bric a brac and garden items. There is also a very popular café, Revive.

One of the 5 retail shops is located on the south coast road in Southwick and it is at this shop that we are seeking to recruit a Retail Manager.

The money raised in the social enterprises helps to support the work of the Community. Through their work and contribution to the Community's activities, Companions develop the skills and confidence to rebuild their lives.

Local residents and visitors are welcome and encouraged to use the facilities, shop and share the grounds with the Emmaus Community. This engages Emmaus with the wider community enabling visitors to learn more about the Emmaus movement, understand its ethos and, more importantly, engage with Companions.

Retail Manager Job Description

Job title:	Retail Manager, Emmaus by the sea
Reports to:	Business Manager
Location:	Emmaus by the Sea. Station Road. Southwick. West Sussex BN42 4AE

Overall Purpose of the Job

To maximise sales, income and profit in one of the Emmaus Brighton & Hove retail shops by managing and developing Companions, staff and volunteers to provide excellent customer service and efficient retail operations.

Accountabilities

Business Development

- To support the Community achieve self- sufficiency by working with the team to maximise opportunities for the business creating new ideas
- To develop and implement marketing plans including posters and leaflets, social media marketing and events in the local area to increase donations and sales

Financial Management

- To assist in the delivery of the business plan for the retail site and other social enterprise businesses to ensure profitability
- To manage and report on monthly actual financials to budget in order that budget is achieved and if there is any deviances, remedial action can swiftly be taken

People Management

- To train, organise, supervise and inspire Companions, volunteers and staff to ensure effective retail and logistics operations and Companion development
- Design rosters to ensure operations operate effectively and Companions working pattern supports their development
- To lead and develop the team, encouraging effective communication and helping to foster a positive team spirit through regular team meetings

Operational Management

- To maintain excellent customer service and monitor customer satisfaction to continually improve the service
- To organise the deliveries, storage, pricing, display and sale of stock whilst ensuring smooth, efficient and profitable operations that utilise Companion, volunteer and staff skills
- To maximise income in all areas of the retail operation including sales, pricing, gift aid and other income streams to achieve targets set in the budget
- To manage the maintenance of the retail operation to ensure the premises are kept to standard and to budget

General

- To ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal and statutory requirements retail law, policies and general duty of care and professional boundaries
- To be flexible and willing to carry out any reasonable duties needed to assist the Community and business operations, including holiday/sickness cover and on-call duties, leading and participating in team meetings, 1:1's and appraisals
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.

Retail Manager Person Specification



- Educated to GCSE level or equivalent, with passes in English and Maths
- Retail management experience
- Desirable to have experience of managing charity retail stores and managing volunteers
- Evidence of continued professional development, ideally health and safety, equal opportunities, trading legislation, business development
- Experience of budgeting and managing the profit and loss to achieve profit levels
- Excellent customer service skills
- Experience of managing challenging behaviour and conflict resolution
- Marketing experience
- Merchandising and sales skills
- Experience of coaching, team building and motivating others
- Desirable to have experience of stock control and logistics management
- Experience in maintaining professional boundaries

Personal Characteristics

- Recognises, responds and adapts appropriately to change easily
- Flexible and adaptable to meet the needs of the Community and business
- Has an understanding of and belief in equality
- Effective communication skills - including written, verbal, listening skills
- Enthusiastic with a 'can do' attitude
- Has the ability to interpret complex situations/problems and identify solutions which meet individuals and organisational needs
- Able to answer people's concerns 'on their feet'
- Has an understanding of and empathy for in the work of Emmaus, and an ability to uphold Emmaus's values
- Strong emotional resilience and able to identify when external support is needed for self and others

Terms and Conditions of Employment

- Salary to be agreed at interview
- Working Hours – full time hours are 37.5 hours per week, the shop operates 7 days per week
- Flexible Working – Options available, subject to the requirements of individual roles
- Annual Leave – 25 days per annum, plus 8 bank holidays
- Pension – Stakeholder pension
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – a 24/7 employee assistance scheme is available

To Apply

To apply please send your CV, covering letter outlining your salary expectations and a one page explanation of how you meet the person specification to Christine Squince, Chief Executive by 5 pm on Friday 19th January 2018.

Those shortlisted will be invited to an assessment day to be held week commencing Monday 29th January 2018.

Safeguarding and Right of Work in the UK

The role will involve working with Companions and in the Community, therefore the successful applicant will need to have a Disclosure and Barring Service (DBS) check carried out. 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. An adult at risk is anyone that has one or more of the following:

- Does not understand certain decisions or transactions
- Are unaware of their rights or how to complain
- Have communication difficulties
- Have limited life experiences
- Are socially isolated
- Have low self esteem
- Are dependent on others for their basic needs

The additional details form is needed to check any previous convictions. After interviews, the successful candidate will need to provide evidence of 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 throughout the interview process. It will be stored for six months, to enable equality monitoring and also 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 destroyed.

The CV only will be passed onto other members of the panel. But before it is passed on, 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.