

Emmaus Brighton & Hove

Application Pack

Stock Controller

(full time post)



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**Contents**

Introductory Letter 3

About Emmaus 4

About Emmaus Brighton & Hove 6

Role Description 7

Person Specification 8

Terms of Employment 11

Application Process 11

Safeguarding and Right of Work in the UK 11

How we store and use your personal information 12

****Dear applicant

Emmaus Brighton & Hove operates 7 businesses run by staff, Companions (formerly homeless men and women) and volunteers. The retail businesses rely on donations of furniture, household goods, bric a brac and clothing which need to be sorted and processed for sale in the shops. The Stock Controller is a new post.

Working in conjunction with the Business Manager and Retail Operations Manager, you will have the passion and leadership skills to motivate, supervise and train a team of Companions and volunteers who are allocated to working in the retail businesses. Great customer service is essential to maximise income as is the sourcing, selection and merchandising of donated goods of furniture and household items. It's hard work, with lots of donations being delivered and collected, but definitely rewarding working alongside the members of the Community as well as our customers and supporters.

This is a full time role and you will work 37.5 hours over 5 days per week. Saturdays are included.

To apply please send a copy of your CV, a supporting statement showing how you meet the person specification and the additional details form and return to Joel Lewis, Business Manager, by email to joel@emmausbrighton.co.uk or by post to Emmaus Brighton & Hove, Drove Road. Portslade. East Sussex BN41 2PA.

**The closing date for the applications is Monday 27th January 2020.**

**First round interviews will take place on Thursday 6th and Friday 7th February**

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

Kind regards

Christine Squince

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 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.



**The Emmaus Brighton & Hove Community**

Our vision is for a thriving, diverse and resilient Emmaus Community, making the most of our amazing asset that is our extensive site in the heart of Portslade Old Village and the passion and skills of the people that make it tick.

**A Community that is home.** A transformative place where Companionship for formerly homeless people is at the core of what we do – helping vulnerable individuals in crisis when they need it most, providing a home, work and the best life opportunities we can offer, for as long as they need.

**A Community that is a destination**. A much-talked-about place that attracts people from across the city and beyond to visit, browse, shop, eat and relax – with a reputation for the experience we offer our visitors, from customer service to great bargains, enjoyable events and a unique, positive environment within which Companions play a key role.

**A Community that is a hub.** A place within the local Community that welcomes all and shares a broad integrated offer with local residents, school, businesses, charities and volunteers – bringing the local community together to help people help themselves, perhaps establish a home, go to work, celebrate a birthday, learn something new or simply find a sense of belonging and build new relationships over a cuppa.

**A place to stay, a place to feel safe, a place to get support, a place to visit, a place to grow, a place to connect, a place to contribute.**

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 **Stock Controller**

**Job Description**

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| Job title: | Stock Controller, Emmaus Brighton & Hove |
| Reports to: | Retail Operations Manager |
| Location: | Emmaus Brighton & Hove Drove Road. Portslade. East Sussex BN41 2PA |

**Overall Purpose of the Job**

Working in conjunction with the Retail Operations Manager, to proactively manage and co-ordinate the flow of donations incoming/outgoing to the warehouse and retail shops at our two sites in Portslade and Southwick. Working alongside and instructing Emmaus Companions and volunteers accepting and preparing stock ready for sale in compliance with our Emmaus ethos, mission, strategic aims, organisational objectives and policies.

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| **Job Dimensions** |

1. To supervise and work alongside Companions who are allocated to the retail team during the business operating hours with conduct issues being managed by the Community Manager
2. To work alongside volunteers who are allocated to the retail team during business operating hours with conduct issues being managed by the Business Manager

**Principal Accountabilities**

**Stock strategy, management and planning**

* To work closely with the Retail Operations Manager to ensure each retail enterprise is receiving adequate stock to generate their required sales targets
* Identify opportunities with stock items to increase sales/decrease disposal costs
* To be responsible for ensuring that only quality donations and those which conform to all relevant legislation (including 1988 Fire Safety Legislation) are accepted for resale in the shop
* To be responsible that all donated stock carries the correct/current safety labels as stipulated by Trading Standards. To disseminate any changes from Trading Standards as and when to relevant parties to ensure compliance
* To ensure all donated items are sorted correctly, that the correct procedures are applied throughout the sorting process to allow for coding and pricing to be applied to items
* To ensure Gift Aid items collected have the correct processes followed to be compliant with HMRC requirements, proactively addressing any Gift Aid issue to ensure maximum Gift Aid revenue is achieved
* To maximise income from the sale of donated goods by best use of available retail floor space, pricing guidelines, utilising spacial awareness and visual merchandising techniques

**Safety, Health and Environment**

1. To oversee on a daily basis all health and safety requirements within the operations taking corrective action as and when required and informing/liaising with managers and team as necessary
2. To be responsible for Health and Safety compliance across all activities associated with movement of goods within the organisation’s premises
3. Ensure safe working systems are adhered to in conjunction with the Emmaus policies and procedures and compliant with all relevant legal requirements
4. To be responsible for health and safety being adhered to in terms of use of equipment and manual handling guidelines are followed
5. Ensure work areas follow correct processing procedures and the work area is kept clean and tidy at all times
6. To lead Companions and volunteers in ensuring all stock is taken care of, stored appropriately and not damaged

**Recycling/Re-use and Waste Management**

1. To supervise the disposal of unsaleable items to minimise waste as appropriate in line with Emmaus Brighton & Hove’s waste management policy and practice

**Supervision**

In conjunction with the Retail Operations Manager:

* To supervise the performance of individual team members ensuring their skills are developed to their maximum and ensuring correct procedures are followed
* To support the learning and skills development of Companions and volunteers
* To support the training of Companions and volunteers
* Oversee the delivery and allocation of stock to the site by the van crews to ensure compliance with collection guidelines and procedures
* To supervise a team of volunteers who assist with the sorting, pricing and dispatch of stock
* To challenge unreasonable, unsafe and negative behaviour

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| **Key Relationships**  |

Business Manager

Retail Operations Manager

Community Manager

Retail Managers – for Outfit@emmaus and Emmaus by the sea

Retail Teams

Van crews and collection operators

**Other Duties**

* The ability to lift and move heavy items in compliance with manual handling regulations
* To ensure that customers are dealt with in a positive manner demonstrating good customer service
* To provide support and undertake additional responsibilities for the retail teams when the Retail Operations Manager is on annual/sick leave
1. Any other duties and accountabilities as required by the Business Manager

**Special Requirements**

* Emmaus Brighton & Hove currently runs its business operations 6 days a week Monday to Saturday. Days and hours of work will be agreed with your line manager as is appropriate to your role and responsibilities
* A key challenge is balancing our charitable purpose with our social enterprise activities
* A requirement to support Solidarity[[1]](#footnote-1) activities undertaken by the Community
* To lead by example by demonstrating appropriate behaviours, values and culture
* To learn and engage with the Emmaus ethos as presented in the Universal Manifesto[[2]](#footnote-2) and embodied in the history and experience of all involved in Emmaus
* Emmaus works with homeless, vulnerably housed and unemployed people. Because of this, all employees are subject to enhanced DBS checks.

**General**

* To be flexible and willing to carry out any other reasonable duties as required
* To play a full role in the Emmaus Brighton & Hove Community and Emmaus by the Sea fulfilling additional tasks as requested by the management team
* To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos

**Stock Controller**

**Person Specification**

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| Essential | Desirable |
| **Education:** Good general education  | **Education:**  |
| **Skills:**Effective time management and organisational skillsEffective written and verbal communication skillsAbility to remain calm under pressureThe ability to lift, carry and manoeuvre furniture on a day to day basisA positive customer services attitudeAble to supervise Companions and volunteers Able to work as a team member and team leaderAbility to relate to and work with a variety peopleDemonstrates resilienceDemonstrates clarity of purposeAbility to prioritise workload | **Skills:**Effective administrative skillsCompetent IT user including Microsoft Office Packages, internet and emailAbility to drive, holding a full manual driving licence Product knowledge and commercial awareness of High Street, Out of Town retailers and current retail trends |
| **Experience:** Experience of complying with Health & Safety regulations Experience of stock room managementGood awareness of Health & Safety Experience of working in a customer focussed environmentAbility to maximise income | **Experience:** Working with a variety of peopleExperience of delivering Health & Safety trainingExperience of recycling/upcycling and re-use including working with furnitureExperience of working in a furniture / department storeEvents and / or exhibition work |
| **Other:**Confident working in a fast paced environmentSelf motivated and able to work on own initiativeProactive, driven and commercially awareFlexible and adaptable attitude to workWillingness to undertake further training and/or learn new skills where appropriateAwareness and understanding of Equal OpportunitiesRespect of confidentiality issuesAble to welcome people into the Community with no prejudiceA belief in the potential of each individual and an understanding of the Community in helping an individual achieve their potentialEmpathetic and understanding of a wide range of needs and experiences | **Other:**Ability to react to the unusual – not phased by dealing with high volume of workloadAbility to find solutions to issues and resolve challenging situations  |

**Competencies:**

**All are able to:**

* Listen to customers, Companions and colleagues so they feel their views and opinions are respected
* Speak to people in a positive way, to make sure messages are easily understood and people are valued and respected
* Use appropriate body language to communicate with others
* Openly share knowledge and best practice with our teams in order to achieve business goals
* Maintain professional boundaries at all times
* Express any individual views, perspectives and personal beliefs so they do not cause offence to others
* Accept challenges and constructive criticism gracefully, with a positive approach and emotional intelligence
* Support colleagues to challenge prejudice and discrimination confidently and constructively

**Dealing with Challenges**

* Pre-empt possible problems before they arise, identify the relevant issues and the options available to resolve
* Actively seek the opinions and experience of others to resolve problems
* Look for solutions to problems and take ownership to ensure they are resolved
* Escalate appropriately when unable to resolve a problem
* Deal with complaints and problems effectively to make sure customers and Companions feel cared about
* Deal with conflict effectively
* Encourage decision making within the team, allocating responsibilities to the right people and allowing people to think for themselves
* Demonstrate integrity, accountability and transparency

**Planning and Organisation**

* Get the job done at the appropriate pace
* Work with Companions and others to realise their aspirations and full potential
* Prioritise tasks in order of importance and manage time effectively
* Take the initiative and not wait for things to happen
* Focus on what needs to be done, ensuring the tasks are organised by importance and delegated appropriately
* Keep others informed regarding relevant progress
* Always work to the required standards
* Develop area business plans aligned to building the Community to a self-sustaining operation

**Leading Ourselves and Others**

* Demonstrate warm, positive, enthusiastic behaviour with a can do attitude
* Lead, motivate and engage their team setting clear direction
* Demonstrate resilience and persistence in striving to achieve great results
* Strive to improve self by seeking feedback and acting on it
* Share and exchange resources, skills and learning
* Deal effectively with multiple priorities
* Able to challenge unreasonable and/or uncooperative behaviour
* Gain support when needed
* Maintain continued professional development.

**Terms and Conditions of Employment**

* Salary – band between £22,000 and £24,000 per annum
* Working Hours – full time hours 37.5 hours over 5 days per week, the shops currently operate 6 days per week
* Annual Leave – for full time employees, 25 days per annum plus 8 bank holidays
* Pension – Stakeholder pension
* Training & Development – Individually tailored induction, training and development

**To Apply**

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**The closing date for the applications is Monday 27th January 2020.**

**First round interviews will take place on Thursday 6th and Friday 7th February**

**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.

1. Solidarity within the context of Emmaus is the working with groups and individuals towards the alleviation of poverty, social exclusion and suffering and responding to local, national and international appeals for relief and support. [↑](#footnote-ref-1)
2. The English version of the Universal Manifesto is available at <http://emmaus-international.org/> under ‘Our Publications’ [↑](#footnote-ref-2)