



Application Pack

Deputy Retail Operations Manager

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Dear applicant



Thank you for showing an interest in working for Emmaus Brighton & Hove. We are now looking to recruit a Deputy Retail Operations Manager. We are seeking someone who is not only a competent retail manager, but someone with a real passion for second-hand.

If you have great retail experience, customer service skills, excellent communication 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 work in conjunction with the Retail Operations Manager to lead, supervise and train a team of Companions and volunteers who are allocated to working in our retail businesses.

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 the completed Job Application Form, showing how you meet the person specification, and return this 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 1st November 2021.

Interviews will take place the following week on Wednesday 10th November 2021.

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

Kind regards

Karen Chapman
Chief Executive
Emmaus Brighton & Hove

Sussex Emmaus, Drove Road, Portslade, East Sussex, BN41 2PA

Emmaus Brighton & Hove is a community of Sussex Emmaus,
which is a company limited by guarantee No. 3130876 and a Registered Charity No: 1053354

www.emmausbrighton.co.uk

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 to all members of the Community.
- That no alcohol or illegal drugs are used on the premises.
- That they sign off all benefits, except for 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 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

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, schools, 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.

Deputy Retail Operations Manager Job Description

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

Overall Purpose of the Job

The Deputy Retail Operations Manager assists the Retail Operations Manager in leading and supervising all activities associated with the efficient, effective and profitable operation of the retail business. All activities and efforts are performed in compliance with the Emmaus ethos, mission, strategic aims, organisational objectives, policies and procedures.

Job Dimensions

- To lead, 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.
- To lead, supervise and 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

- To ensure effective and efficient day-to-day operations by maximising sales to achieve operational and profit targets
- To ensure day-to-day retail operations deliver agreed standards for quality, culture and legislative compliance
- To ensure that all activities under supervision are engaging, enabling, empowering and holding to account the team members
- To help devise and deliver training on standard work to team members so that retail activities are delivered to the agreed brand including customer service, merchandising, pricing, stock control and culture
- To maximise Gift Aid income from donated goods
- To ensure that volunteers are trained, supported and supervised to provide a significant and contributing resource to business activities
- To ensure all financial management, cash handling, daily banking and security procedures are followed
- To be pro-active in the generation of donated stock, managing stock collection efficiently and effectively in accordance with Emmaus guidelines
- To process donated stock to the agreed standards and timescales
- To minimise stock loss
- To ensure the appropriate standards of cleanliness are maintained throughout the retail areas

Other Duties

- Any other duties and accountabilities as required by the Retail Operations Manager including additional duties and responsibilities to cover for holidays and absences

Special Requirements

- Emmaus Brighton & Hove runs its business operations 5 days a week, Tuesdays to Saturdays, but is considering reopening on Mondays soon.
- To balance our charitable purpose with our social enterprise activities
- To oversee and aid the lifting of heavy items safely
- To support Solidarity 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](#) 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 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

Deputy Retail Operations Manager

Person Specification

Essential	Desirable
<p>Education:</p> <ul style="list-style-type: none"> • Good general education 	<p>Education:</p>
<p>Skills:</p> <ul style="list-style-type: none"> • Effective time management and organisational skills • Effective verbal and written communication • Effective listening • Ability to remain calm under extreme pressure • A positive customer service attitude • Able to supervise Companions and volunteers • Able to work as a team member and team leader • Ability to relate to and work with a variety of people • Ability to prioritise workload, balancing competing demands • Ability to delegate • Effective administration, organisation and time management 	<p>Skills:</p> <ul style="list-style-type: none"> • Competent IT user including Microsoft Office 365, Teams, Zoom, internet and email • Public speaking or engagements
<p>Experience:</p> <ul style="list-style-type: none"> • Retail experience • Team building, coaching, supervision • Customer service • Cash/till system management • Experience of complying with Health & Safety regulations 	<p>Experience:</p> <ul style="list-style-type: none"> • Retail management • Charity retail experience • Recycling or second-hand retail experience • Stock management • Working with vulnerable people or people with challenging behaviour • Working with volunteers
<p>Other:</p> <ul style="list-style-type: none"> • Self-motivated and able to work on own initiative • Flexible and adaptable attitude to work • Willingness to undertake further training and/or learn new skills where appropriate • Awareness and understanding of Equal Opportunities • Respect of confidentiality issues • Able to welcome people into the Community with no prejudice • A belief in the potential of each individual and an understanding of the Community in helping an individual achieve their potential • Empathetic and understanding of a wide range of needs and experiences • Effective team player, with the ability to lead, work and delegate 	

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|---|
| <ul style="list-style-type: none">• Ability to engage others' support• Commitment to environmental sustainability and social development |
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Competencies

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 to achieve business goals
- Always maintain professional boundaries
- Express any individual views, perspectives and personal beliefs so they do not cause offence to others
- Accept challenges and constructive criticism gracefully, with humility 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 them
- Actively seek the opinions and experience of others to resolve problems
- 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 don't wait for things to happen
- Keep others informed regarding relevant progress
- Always work to the required standards
- Develop area business plans aligned to transforming the Community into 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 a clear direction
- Create an environment where people take responsibility
- 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
- Gain support when needed

- Maintain continued professional development

Leading the Business

- Work with the team to maximise opportunities for the business creating new ideas
 - Maximise partnerships and working relationships for the benefit of the Companions, staff and business
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Terms and Conditions of Employment

- Salary – £26,000 per annum
- Working Hours – Full time hours: 37.5 hours over 5 days per week, including Saturdays. The shops currently operate Tuesdays to Saturdays, but we are considering reinstating Mondays soon.
- Annual Leave – 25 days per annum plus 8 bank holidays for full time employees
- Pension – Stakeholder pension
- Training & Development – Individually tailored induction, training and development

To Apply

To apply please send the completed Job Application Form, showing how you meet the person specification 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 1st November 2021.

Interviews will take place the following week on Wednesday 10th November 2021.

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 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

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.

Please read our [Privacy Statement for Employees and Potential Employees](#).

Emmaus Brighton & Hove

Job Application Form



Address – Emmaus Brighton & Hove, Drove Road, Portslade, East Sussex, BN41 2PA

Tel – 01273 426470 Email – joel@emmausbrighton.co.uk

Registered charity no - 1053354

www.emmausbrighton.co.uk

Please complete this form in black ink or type, and **return by email or post to Joel Lewis, Business Manager, at the above address or via joel@emmausbrighton.co.uk**. Please complete this form accurately, giving as many details as possible of your skills and experience relating to the job. Short-listing will be based on the information gathered from this form, read in conjunction with the person specification for the role.

Please state where you saw this post advertised:

Job Details

Title:	First name	Surname:
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Address:	Email address:
	Home Tel:
	Work Tel:
	Mobile Tel:

Are there any restrictions regarding your employment? E.g., Do you require a work permit?

Yes*/no

*If you answer yes, please provide details below

How much notice are you required to give your current employer?

Reasons for Applying

Please outline your reasons for applying for the post. (Please continue onto a separate sheet if necessary)

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Education and Qualifications

Please list any qualifications you have gained or are about to gain (most recent first).

Date	Name of School / College / University / Training Body	Type of Qualification	Subject	Result

Training

Please list any training you have received, or courses you have attended that you feel are relevant to the post (most recent first).

Date	Details of Training Course

Past Employment Details

Please start with your most recent / current employment. Briefly describe the main duties and responsibilities.

Employer's Name & Address	Job Title	Brief Description of Duties	Date		Salary	Reasons for Leaving
			From	To		

Relevant Skills and Experience

Please provide information that shows **how you meet the person specification** and how your skills and experience support your application for the position. The person specification and job description relevant for this section can be found in the application pack. (Please continue onto a separate sheet if necessary)

Other Interests

Please give details of any vocational activities or voluntary commitments:

Referees

Any offer of employment is dependent on receipt of 2 satisfactory references. Please provide details of two referees who can comment on your suitability for this post. We would normally wish to see one reference from your present or most recent employer. References will only be taken up for the successful candidate.

Referee 1:

Referee 2:

Name:	Name:
Position:	Position:
In what capacity does this person know you:	In what capacity does this person know you:
Organisation:	Organisation:
Address:	Address:
Tel:	Tel:
Email:	Email:

Declaration and Signature

I confirm that the information contained in this application form is accurate and correct.

Signature _____ Date _____

By signing and returning this application form you consent to Emmaus using and keeping information about you relating to your application or future employment. This information will be used solely for recruitment purposes and will be retained on file for 6 months.

In addition to this, Emmaus may wish to hold your details on file for consideration for any future vacancies that may arise. Please indicate if you wish to be considered for other posts which may arise within the next 6 months:

Yes/no

Thank you for completing this application form.
Please forward this together with other associated forms to the address specified at the beginning of this form