



Sussex
emmaus
working together to end homelessness



Catering Manager Application Pack

Working together to end homelessness



Dear Applicant

Thank you for showing an interest in working for Sussex Emmaus.

We are looking for a Catering Manager to join our team who can inspire and empower Companions, through support and training, to create healthy and nutritious meals both in the Community Kitchen and in our Café @ Emmaus. They say an army marches on its stomach and that is certainly the case here at Emmaus. The Community Kitchen provides hot meals and salads for Companions, staff and volunteers and the Café @ Emmaus serves home-made fare for our visitors.

The successful applicant will be part of the management team, led by the Chief Executive and will have key responsibilities within that team. We are looking for someone with a passion to take our Café and Community kitchen to the next level by offering excellent home made food prepared by Companions using ingredients grown here on site. A friendly nature is a must as well as experience working with different dietary and allergy requirements.

So, if you have excellent communication skills, with a desire to train and support people with a variety needs and have a positive, motivational attitude we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do. We would particularly welcome applications from candidates from a background of supporting adults who have faced multiple disadvantages into work, job coaching, mentoring and training.

This pack provides you with useful information about our organisation, the job vacancy and the application process. Please take the time to read this pack and our website to find out more about our charity, community and social enterprise.

To apply please send your CV and supporting statement showing how you meet the person specification to contact@emmausbrighton.co.uk

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

Best wishes

Karen Chapman, Chief Executive,
Sussex Emmaus

About Emmaus



Our vision

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

Sussex Emmaus is a unique charity that offers a home, work and individual support to people who have experienced homelessness and social exclusion. We don't just give people a bed for the night; we offer a home, meaningful work and a sense of belonging.

At the heart of Sussex Emmaus is the Companions. Companion is the name given to those who live in an Emmaus community and contribute to the social enterprise, where they support themselves and one another. Living in a stable environment with the opportunity work experience as part of individually tailored support helps Companions to regain lost self-esteem and the confidence needed to get back on their feet.

Sussex Emmaus provides a home for as long as someone needs it. 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. Since opening in 1997, Sussex Emmaus has steadily grown and we now have the capacity to support 57 companions at any one time. There are currently over 850 Companions living at 29 Emmaus communities across the UK.

The majority of our charity's income is generated in our social enterprise which includes our four charity shops based at our Drove Road site and at Outfit London Road in the centre of Brighton. Companions participate in every area of our social enterprises, directly contributing to our charity whilst gaining skills and valuable work experience.

We offer an individual holistic package of support and a tailored development plan to support each Companion to develop new skills (or build on existing ones) to boost their confidence, improve mental and/or physical health and wellbeing and increase employability.

Working at Sussex Emmaus can be demanding at times but it is also very rewarding, especially seeing people overcome challenges and achieve their goals. No two days are the same at Emmaus and you can be sure of a diverse mix of people to keep every day interesting. In addition to work experience within our charity, there is also the opportunity to volunteer in solidarity activities to support individuals and groups in greater need.

Emmaus Movement

Sussex Emmaus is an independent local charity that is governed by a board of trustees. Whilst our work is focused locally, we are also part of a much wider Emmaus movement.

We are proud and active members of the Emmaus UK federation, Emmaus Europe and Emmaus International. The roots of Emmaus stretch back to Paris in 1945 and since then, more than 400 Emmaus groups have been established in 41 countries around the world.

The first Emmaus in the UK opened in 1991 and Sussex Emmaus opened in 1997. There are now 30 Emmaus communities in the UK with more than 850 companions living at communities stretching from Glasgow to Dover. 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.

Across the globe, all Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. All share the same goal; acting against the causes of poverty and being vehicles for social transformation through allowing the poorest to become actors in their own lives.

Find out more about the roots of Emmaus and how the movement has developed to serve people in need: emmaus-international.org/en



How it works

Unlike a lot of provisions for homeless people, Emmaus communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing, a holistic support package, a small weekly allowance, holiday money, as well as money into a savings pot.

In return, we ask:

- That Companions participate in a tailored support package that includes work experience 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



Find out more here about Emmaus here



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.

Emmaus UK Federation Strategic Plan 2020-2025

Our ambition, by 2025:

- We will provide a home to 1,100 people.
- We will be 75% self-funded through companion-led social enterprises.
- More than 95% of companions will describe Emmaus as a positive experience.
- We will support 100,000 people each year through acts of solidarity.
- We will have reduced our carbon footprint and we will be actively looking to improve our environmental impact.

Our strategic priorities:

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.

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.

We will shout louder about:

- Who we are and how we make a difference.

Sussex Emmaus 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.



Job Description

Job Title

Catering Manager

Reports to

Business Manager &

Community Manager

Location

Portslade, Brighton

Overall purpose of the job

- To support and training of all Companions to help improve their confidence and competence in the kitchen
- Management of all aspects of running a busy Community kitchen.
- Plan, prepare and cook a variety of meals for the all community which are appealing, nutritious and adhere to any special dietary requirements
- Control and management of the food related budgets, stock control and related H&S.

Accountabilities

Management

- Plan, prepare and cook a variety of meals for the all community which are appealing, nutritious and adhere to any special dietary requirements
- Have effective control of the Community catering and Cafe expenditure
- Ensure sufficient food stocks are ordered and received from approved suppliers and that stock rotation is taking place to maintain optimum freshness of all food produce
- Optimise customer satisfaction
- Reduce food waste
- Contribute to the overall Community Strategy.
- Supporting and enhancing the Community ethos
- Develop a strategic plan to increase Cafe income
- Build partnerships with local chefs and strong relationships with suppliers
- Increase our social media presence
- Write and regularly review risk assessments

Administration

- To understand and comply with all statutory and legal requirements which are relevant such as HACCP, Health & Safety, COSHH, Environmental Health
- Implement, monitor and maintain cleaning schedules that meet the requirements of the Safer Food, Better Business guidance, and ensure that all areas of the kitchen are immaculately clean. This will include the washing up of pots, pans and dishes when required

Companion Development

- Ensure effective induction of Companions into catering roles.
- Train, mentor, and coach Companions to prepare healthy food on a budget.
- Support companions to gain confidence in developing creative and diverse meals.
- Supervise Companions and any others involved in the preparation of food, and ensure they observe approved kitchen procedures.

General

- Participate in and support events.
- Promote teamwork and motivate staff to ensure effective working relations and communication.
- Perform any other tasks or duties deemed necessary by the Management Team.
- To apply sound 'value for money' principles in undertaking purchasing or supply of goods and services. To work within budgets to enable the community to be self-sufficient
- To always act in a way which maintains the good reputation of Sussex Emmaus; upholding the policies and procedures of Emmaus. To strive to preserve good working relationships with Staff, Volunteers, Companions, and the Trustees, keeping the appropriate key personnel well informed of significant matters relating to the Community
- To understand and work in accordance with the principles of Emmaus UK and uphold its values and ethos.

Person Specification

Essential

- A minimum 2 years' experience of working within a catering environment with managerial responsibilities.
- Experience of training others in a catering environment
- Ability to enable and empower rather than direct others
- NVQ Level 2 in Food Preparation/Catering qualification and Intermediate Food Hygiene Certificate
- Knowledge and experience of current food legislation in regard to food hygiene and health and safety in the workplace, first aid, manual handling and writing risk assessments.
- Able to prepare, cook and present food to meet quality, cost and to health and safety standards.
- Knowledge of the use of commercial catering equipment and domestic cooking appliances.
- Ability to stay calm under pressure

Desirable

- Full clean driving licence and willingness to drive Community vehicles in the course of fulfilling the role
- Experience of working within a budget
- Conflict resolution
- Knowledge and understanding of homelessness issues
- Experience of working with, and relating to, a diverse range of people.
- Awareness and understanding of equal opportunities.
- Experience in maintaining professional boundaries.
- Ability to use Microsoft Word, Excel, Outlook and SharePoint

Personal Characteristics

- Confident and competent manager of staff
- Ability to interpret complex situations/problems and identify solutions which meet individuals and organisational needs
- Enthusiastic with a 'CAN DO' attitude
- A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential
- Effective team player, with the ability to lead, work and delegate
- Commitment to environmental sustainability and social development
- Able to welcome people with no prejudice
- Have an understanding of and belief in equality
- Strong emotional resilience and able to identify when external support is needed for self and others
- Flexible and adaptable to meet the needs of the community and business Have an understanding of and belief in equality
- Recognise, respond and adapt appropriately to change
- Effective communication skills - including written, verbal, listening skills
- An understanding of and empathy for the work of Emmaus, and an ability to uphold Emmaus values

Other Core Competencies

- Engaging with others
- Dealing with challenges
- Planning and organising with good time management and ability to prioritise
- Engaging with people in a positive way, to make sure messages are easily understood and people are valued and respected

Emmaus Package

- Salary of £29,000- £31,000 per annum depending on experience
- Working Hours – 37.5 hrs/week 5 days over Tuesday to Saturday
- Annual Leave – 25 days per annum, plus 8 bank holidays
- Pension – 5% employer contribution
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – A 24/7 employee assistance scheme is available
- 6 months probationary period

Safeguarding & Right of Work

The role will involve working with Companions and in the Community, therefore the role 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.

Contact

To Apply

To apply please send your CV, covering letter and a one page explanation of how you meet the person specification to contact@emmausbrighton.co.uk.



The graphic features a light green background with a hand holding a flower and a wooden sign that says 'explore'. It includes contact details for Sussex Emmaus Brighton & Hove, such as address, phone number, website, and social media handles.

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 **Sussex Emmaus**

Charity Number: 1053354

Company Number: 3130876
