



Transport Co-ordinator

Application Pack

(Full time post Tuesday - Saturday)

April 2024

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Dear applicant,

Thank you for expressing interest in working for Sussex Emmaus.

We are currently seeking an experienced Transport Coordinator to join our team.

The Transport Coordinator will be responsible for leading the day-to-day operational activities associated with the coordination, collection, and delivery of donated furniture and household goods, as well as driving one of our vans.

We are looking for not only a competent driver but also someone with the ability to provide excellent customer service, as you will be making decisions on the donated goods we accept, or, unfortunately, sometimes have to refuse.

To apply, please send your CV and cover letter to Joel Lewis, Business Manager, via email at contact@emmausbrighton.co.uk or by post to Emmaus Brighton & Hove, Drove Road, Portslade, East Sussex, BN41 2PA.

Those shortlisted will be invited to an assessment day, the date of which will be agreed upon with the successful candidates.

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

Best regards

Joel Lewis
Business Manger
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 850 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 2020-25

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.

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.



Transport Co-ordinator

Job Description

Job Title:	Transport Co-ordinator
Reports to:	Business Manager
Organisation:	Sussex Emmaus
Location(s):	Emmaus Brighton & Hove & London Road
Date:	April 2024

Job Purpose

To lead the day to day operational activities associated with the co-ordination, collection and delivery of donated furniture and household items to the Emmaus Brighton & Hove Portslade and London Road retail outlets, as well as to drive a 3.5 Tonne Tail Lift Box Van, working alongside and instructing Emmaus Companions and volunteers on the safe handling, loading and unloading of goods in compliance with our Emmaus ethos, mission, strategic aims, organisational objectives and policies.

Job Dimensions

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

Principal Accountabilities

- To organise and co-ordinate the collection and delivery of donated stock to the retail outlets as directed by the Business Manager
- To collaborate with the transport collection team and van crews to ensure driving, collection and delivery services are administered efficiently and effectively and comply with the law at all times
- To be responsible for delivering the Health and Safety training related to the safe moving and lifting of goods, tail lift and banks person
- To be responsible for Health and Safety for all activities associated with loading, unloading, driving and manoeuvring of vehicles including use of tail lift, driving skills, banks person, movement of goods within organisation's premises and at customer premises, and ensure all members of the vehicle team take their responsibility for Health and Safety seriously
- Drive vehicles to achieve our business purposes, including
 - a. Collecting donated goods
 - b. Delivery of purchased items
 - c. Transporting goods to and from the different retail outlets
 - d. Disposing of items as appropriate in line with Sussex Emmaus waste management policy and practise

- 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
- In conjunction with the transport team and retail managers to organise the collection and delivery of donated goods for the van fleet to ensure efficiency and effectiveness in the daily route planning
- Manoeuvre, lift and carry furniture and domestic goods to and from vehicles, in and out of buildings, up and down stairs
- To ensure that customers are dealt with in a positive manner demonstrating good customer service
- To lead the Companions and volunteers in ensuring all stock is taken care of and not damaged and stored appropriately
- To ensure that basic weekly fleet management i.e. tyre pressure, fluid checks, lighting checks and other routine safety checks are carried out
- To co-ordinate and implement regular service checks, tail lift maintenance and MOT's on the business fleet vehicles
- To support the learning and skills development of Companions and volunteers
- To be responsible for supervising waste management and any other duty deemed appropriate by the Business Manager.

Other Duties

- To undertake other driving duties as required (e.g. driving people to appointments, other deliveries)
- Any other duties and accountabilities as required by the Business Manager including additional duties and responsibilities to cover for holidays and absences.

Special Requirements

- The ability to lift and move heavy items
- Sussex Emmaus runs its collections and delivery service operations 5 days a week Tuesday 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 Solidarity¹ 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 Manifesto² 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.

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.

² The English version of the Universal Manifesto is available at <http://emmaus-international.org/> under 'Our Publications'

Transport Co-ordinator Person Specification

Essential	Desirable
<p>Education:</p> <ul style="list-style-type: none"> • Good general education 	<p>Education:</p>
<p>Skills:</p> <p>Ability to drive, holding a full manual driving licence (we expect this to be clean but will consider applicants with points on a case-by-case basis)</p> <ul style="list-style-type: none"> • Effective time management and organisational skills • Ability to remain calm under pressure • The ability to lift, carry and manoeuvre furniture on a day to day basis • Ability to use sat nav and/or maps for effective and efficient route planning • A positive customer services 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 people 	<p>Skills:</p> <ul style="list-style-type: none"> • Effective written and verbal communication skills • Effective administrative skills • Competent IT user including Microsoft Office Packages, internet and email
<p>Experience:</p> <ul style="list-style-type: none"> • Experience of driving cars, vans and Luton-style vehicles • Experience of complying with Health & Safety regulations • Experience of working in a customer focussed environment 	<p>Experience:</p> <ul style="list-style-type: none"> • Working with a variety of people • Delivery driving • Experience of delivering Health & Safety training
<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 	

Competencies:

- Listen to customers, Companions and colleagues, responding appropriately to their needs
- 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 humility and emotional intelligence
- Support colleagues to challenge prejudice and discrimination confidently and constructively

Dealing with Challenges

- Look for solutions to problems and take ownership to ensure they are resolved
- Escalate problems to line manager when needed
- Deal with complaints and problems effectively to make sure customers and Companions feel cared about
- Deal with conflict effectively
- 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
- Keep others informed regarding relevant progress
- Always work to the required standards

Leading Ourselves and Others

- Demonstrate warm, positive, enthusiastic behaviour with a can do attitude
- 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.

Terms and Conditions of Employment

- Salary - £27,612
- Working Hours – Full time hours –Tuesday to Saturday 9am to 5pm with half an hour lunch break. Lunch provided.
- 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
- Employee Assistance – a 24/7 employee assistance scheme is available.

To Apply

To apply please send your completed application form and cover letter to Joel Lewis, Business Manager.

Those shortlisted will be invited to an assessment day, the date of which to be agreed with the successful candidates.

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 application form 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 application form only will be passed onto other members of the panel. But before it is passed on, the personal information will be removed from your application form. 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.

You can read our full **Privacy Statement – Sussex Emmaus – Employees and Potential Employees** here:

<https://www.emmausbrighton.co.uk/media/1991/privacy-statement-employees-and-potential-employees-may-2018.pdf>

