



emmaus
Bristol

working together to end homelessness

Applicant Pack

Head of Buildings



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Emmaus Bristol is registered in England and Wales: charity registration number: 1071538, limited company number 3579001



Emmaus Bristol

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Dear applicant,

Thank you for your interest in working for Emmaus Bristol. We are looking for a Head of Buildings to join our team.

Emmaus Bristol is a local charity, working to help people out of homelessness. The work we do here changes lives.

This is a brand new role, created as part of our five-year plan. The scope is broad: managing our existing business and residential buildings as well as working with the Chief Executive, Head of Resources and other managers to identify and take on new premises as needed. In particular, we have an ambition to create more housing and will be exploring different options over the next few years. You will need to be ambitious and innovative in order for us to grow.

The post-holder will have responsibility for all our premises: our community houses, family homes, retail/warehouse premises, our sub-licensed work spaces and our eco holiday pods. You'll be working with the Support manager on housing best practise and inspections (HMO, Supported Housing Act) and the Social Enterprise Manager on health and safety and maintenance. Your role will cover planned and reactive maintenance.

You'll be building on the good work of our outgoing Premises Coordinator who has just left to go to university. We decided to create a more senior post to allow for growth. What additional buildings staff we take on versus what we outsource will be up to you (and budget), and will depend on your skills, experience and working pattern.

This is a senior leadership role, but as we are a small charity, all roles are somewhat hands-on. You'll need to be as confident responding to a broken boiler and sourcing a repair, as you would be writing and implementing a 5-year maintenance plan for Backfields House, or assessing the suitability of a proposed new house. You'll need to be just as good at strategy as you are at detail.

You will be joining a friendly and enthusiastic team who are passionate about what they do, and you will be making a huge difference to people's lives.

"My favourite thing about working at Emmaus Bristol is the people: it's truly somewhere that makes a difference in people's lives, and everyone here very much believes in the work we do. We're all aiming for the same goal and working together to achieve it, which is very motivating for everyone involved." Katie – current team member.

The application deadline is 9am Monday 7th October and details of how to apply are on page 12.

Interviews will be on Thursday 17th October 2024.

We look forward to receiving your application,

Jessica Hodge (Chief Executive)
Emmaus Bristol

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About Emmaus

Our Vision: A sustainable 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. Emmaus supports more than 850 people who have experienced homelessness in 30 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 weekly allowance.

In return, we ask:

- That Companions work in the community's social enterprise;
- 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 benefits, with the exception of housing benefit (if entitled to it) and PIP (if relevant).

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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.

“Homelessness ends the moment you walk through the door... the rest is up to you.”

“Emmaus gives people respite and a purpose.”

“Emmaus is the best place to come if you need help to get back on track. I'm a really good example of how it helps and I'm happy that I have a chance at life now.”

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About Emmaus Bristol

Emmaus Bristol has been providing accommodation and support in Bristol since 2002. Accommodation is in Shaftesbury House which has 21 en-suite rooms and shared community facilities, and five terraced houses which are home to either families or Companions/ former Companions in house shares.

We have shops selling second hand goods which are operated by companions and overseen by the Social Enterprise Manager. Companions also staff our house clearance service and the warehouse, as well as supporting our eBay shop. We have two eco holiday pods which we rent to visitors, and we provide affordable work space for other local charities and social enterprises.



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Purpose, Vision, Mission & Values

Our purpose

We exist to give hope and a sense of belonging to those who have experienced homelessness and poverty

Our mission

To empower people affected by homelessness and poverty to change their lives for the better whilst using our voice to achieve social change.

In Bristol we do this by providing a community of affordable and safe homes, meaningful work experience and training through our Social Enterprises, which in turn provide social and environmental value for our local community.

Our vision

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

Our values

Respect - for others, ourselves and our environment

Sharing – our resources, skills, challenges and successes

Openness – to ideas, challenges and to other points of view

Solidarity – helping those in greatest need and opposing injustice

Welcoming – friendly, approachable and inclusive to all

Our Strategic Objectives 2022-2027

Emmaus Bristol is committed to expand and improve the work that we do to help people out of homelessness and poverty.

Over the next five years we will:

- Build or acquire more new homes for people in housing need.

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- Transform our Social Enterprises to provide a higher level of training and support to Companions
- Provide work experience and training opportunities to non-residential Companions.
- Restructure our staff and board team and improve decision making and governance processes in order to support our growth.
- Build on the structured support work developed over the last four years by moving towards an organisation-wide trauma informed approach.

Job Roles and Responsibilities

Job title	Head of Buildings
Reports to	Chief Executive
Line manages	TBC – Premises Coordinator role currently vacant
Location	Emmaus Bristol, Backfields House, Upper York Street, Bristol BS2 8QJ Hybrid working will be considered but the role is primarily site-based
Contract	Permanent Will consider: <ul style="list-style-type: none"> • 37.5 hours per week (full time) • 30 hours per week (0.8 FTE) • 22.5 hours per week (0.6 FTE)
Salary and benefits	£45,000 per annum FTE. 25 days' annual leave plus bank holidays. Emmaus Bristol provides an auto-enrolment pension scheme with Royal London. Both salary and annual leave pro-rata if part time
Training and personal development	Individually tailored induction, training and development Cycle to work scheme A 24/7 employee assistance scheme is available
Working hours	7.5 hours per day (breaks unpaid) which can be worked flexi-time between 8am and 6pm, Monday to Friday There is an on-call rota which necessitates having a work phone on outside of working hours for a week at a time, usually 1 in 6 weeks. This is remunerated.

Job Purpose

The purpose of the job is to lead on the maintenance and improvement of Emmaus Bristol's current buildings, and add new buildings to our portfolio as needed.

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We currently own or lease a Victorian 21-room house, four Victorian family homes, a smaller modern house, and a shop. We also own a large 70s building Backfields House which holds our office, rented offices, warehouse, shop, yard and our eco holiday pods which are on stilts above the yard.

The actual duties will vary according to the needs of the charity and the capabilities and duties of the staff, volunteer and companion teams at any given time. As such the job description is not exhaustive and instead acts as a guide to the responsibilities of the role.

Job Description

Buildings

- Take the lead on writing and implementing a plan for routine maintenance for all buildings
- Lead on building-related environmental performance and improvement
- Take ownership of the maintenance work request form (any team member can log an issue or maintenance request) and take responsibility for allocating tasks to team members or external contractors
- Appoint contractors, check their work, and sign off invoices as needed
- Agree buildings-related expenditure with budget holders and manage buildings or projects budgets as required
- Work with the Social Enterprise Manager and Support Team to prepare buildings and H&S systems and procedures for any inspections and audits
- Lead on the implementation and use of RiskProof (safety management platform)
- Lead on buildings-related Health and Safety and Fire Safety
- Write and implement risk assessments as needed
- Work with the Social Enterprise team on any new premises needed, or improvements to current buildings
- Work with the Support Team to ensure a quick turnaround on any vacated bedrooms or houses to minimise vacancies/ void time in order to support more people out of homelessness
- Work as a team to assess the viability of any new property acquisitions and re-purposing or extension of current property, leading aspects of the work, and appointing contractors as needed

Vehicles

- Over-arching responsibility for Emmaus Bristol's vehicles (currently two vans, a minibus and electric bikes)
- Ensure all vehicles are road-worthy, safe, legally compliant and that all routine checks and inspections occur

Support

- Ensuring proper professional boundaries and adult safeguarding at all times
- Participation in the on-call rota, which necessitates having a work phone on outside of working hours for a week at a time, usually 1 in 6 weeks. This is remunerated.
- Lead and supervise companions in building-related work experience and log hours spent work coaching

General

- Follow all Emmaus Bristol Policies and Procedures
- Attend, where appropriate, training courses relevant to the development of the role
- Attend and participate in relevant meetings and forums
- Adhere to all health and safety and fire regulations, and to co-operate with the Charity in maintaining good standards of health and safety
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute
- Be proactive in engendering equality and diversity within the Charity

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- All employees are expected to be competent with the use of technology and information systems, and understand their duties and responsibilities with regard to GDPR and the appropriate use of personal data including sensitive personal data.
- As requested by your line manager, carry out any other duties or general tasks and hours of work as may be reasonably required within the scope and purpose of the job
- All team members are required to take Safeguarding training, as safeguarding is everyone's responsibility

Relationships

The work of the Head of Buildings impacts on everyone in the organisation and it is vital that the post-holder is able to work collaboratively to ensure that we develop and maintain excellent systems and procedures that work for everyone. We provide houses for people who have been homeless and so it is crucially important that they are safe, well maintained, and help foster a sense of security, and that residents are treated with respect and consideration.

The Head of Buildings should foster and maintain productive, healthy and professional relationships with:

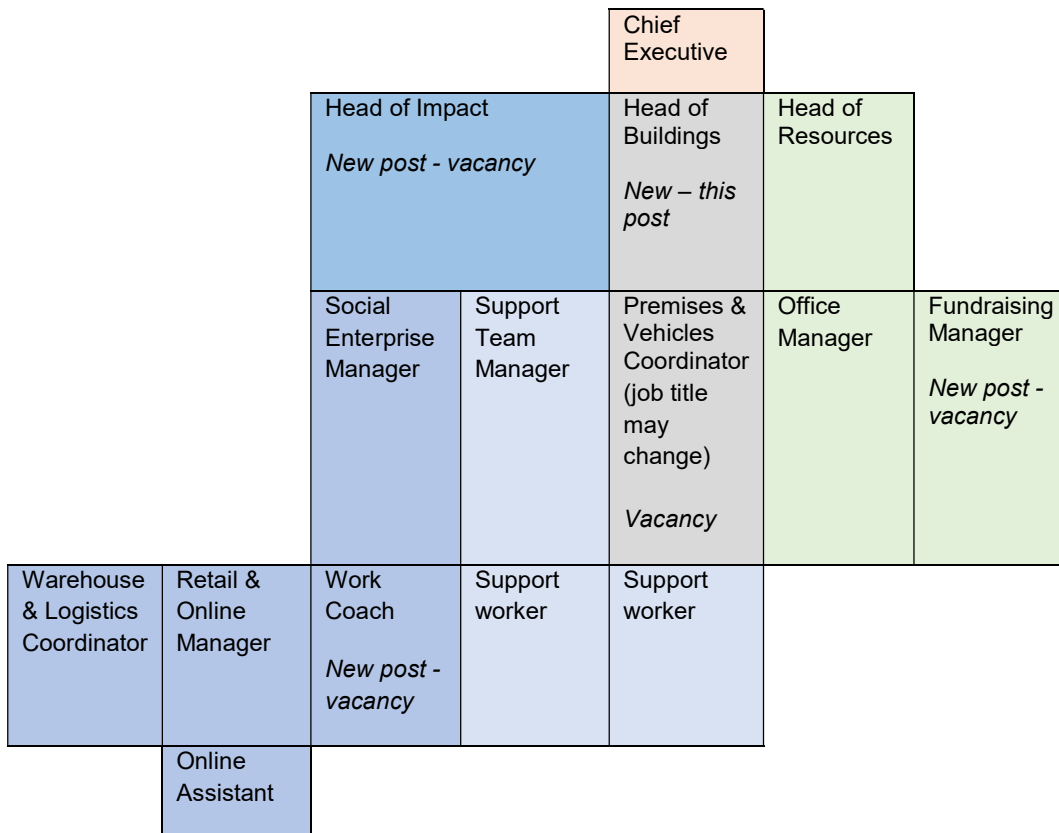
- Residential and non-residential Companions (adults with lived experience of homelessness and / or unemployment who live and/or work within the Emmaus Bristol community)
- Emmaus Bristol staff, volunteers, trustees, trainees, students, work placement participants, interns and other visitors
- Contractors, customers, suppliers, referral agencies, partner organisations and training providers
- Emmaus organisations at Regional, National and International level

Person Specification

Essential	Desirable
Education	Education
<ul style="list-style-type: none"> • Educated to university level or equally qualified by experience 	
Qualifications	Qualifications
<ul style="list-style-type: none"> • Relevant housing or buildings related qualification • Driving licence 	<ul style="list-style-type: none"> • Relevant housing or buildings related professional membership • HNC Building Studies
Skills	Skills
<ul style="list-style-type: none"> • Strong time management and organisation with the ability to self-manage and prioritise • Budget management • Excellent supervisory and line management skills • Highly adaptable with resourceful problem solving skills • Attention to detail so that premises issues are spotted before they escalate • Effective written and verbal communication • Demonstrable IT skills including Microsoft Word, Excel and G-suite 	

Experience	Experience
<ul style="list-style-type: none"> • Building management • Health and safety • Renovation and refurbishment of buildings • Line management • Setting and managing budgets for building works 	<ul style="list-style-type: none"> • Supported housing • Working with vulnerable adults • Involvement in new build of housing in some capacity
Knowledge	Knowledge
<ul style="list-style-type: none"> • Housing standards and compliance including HMO • Great knowledge of local contractors • Health and Safety 	
Disposition	Disposition
<ul style="list-style-type: none"> • Highly responsible • Pro-active • Calm • Organised • Collaborative 	

Organisational Diagram



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How to Apply

Applications must be made using the following application form by the end of Monday 7th October 2024.

https://docs.google.com/forms/d/e/1FAIpQLSco4S17_v41IYIApVcpmbcqu_UyqgO9xL_vRYLVR0CnaS-juQ/viewform?usp=sf_link

Interviews are scheduled for Thursday 17th October 2024.

We also ask that you complete an equal opportunities form, which will not be associated with your application, but allows us to monitor and improve our recruitment in terms of diversity.

<https://forms.gle/1m6Y9R2GnzLyJMzx9>

If you can't click on the form links above, copy and paste into your browser.

Safeguarding and Right to Work in the UK

The role will involve working with companions and in our residential properties and will need to have a Disclosure and Barring Service (DBS) check carried out before employment commences. This is to check the criminal records and that the person is not barred from working with children or 'adults at risk'. Some companions can be classed as adults at risk.

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 limited access folder throughout the interview process. It will be stored for up to two years, 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 and cover letter or application form only will be passed on to other members of the panel. But before it is passed on, the personal information will be removed. This includes:

- Name
- Address
- Age
- Marital Status

This is to protect your personal information, but also to enable us to shortlist without seeing those details, so that we are fair and equitable and to encourage a diverse workforce.

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