



**emmaus**  
working together to end homelessness



# Applicant Pack

Impact and Evaluation Senior Officer





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Thank you for your interest in the role of Impact and Evaluation Senior Officer at Emmaus UK.

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

[emmaus.org.uk](https://emmaus.org.uk) 

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# How Emmaus works

Emmaus supports people who have experienced homelessness and social exclusion. Our communities offer:



## **A stable home and a base to progress**

Within Emmaus communities, everyone is provided with a furnished bedroom. It's a stable home from which people can build their confidence, skills and plans for the future. We ensure that all bills are covered, home essentials provided and fresh meals prepared each day. Each community includes shared living and dining areas where individuals can relax and socialise together.



## **A chance to gain skills and work experience**

We offer the people we support opportunities to gain work experience within our social enterprises and communities. Many people find that participating in meaningful work brings focus, purpose and a sense of routine to their day. The opportunity to contribute to their community and become an active part of society plays an important role in restoring people's self-esteem.



## **A sense of belonging and community**

Each Emmaus community is a supportive and welcoming environment where people can rediscover companionship and a sense of belonging. Our communities are places where each individual is given space and supported to rebuild, develop and thrive in their lives. We foster the sharing of life experiences and encourage peer support, helping everyone to grow together.



I never thought I'd be homeless but stuff happens. Honestly, I wouldn't change what I've been through because I wouldn't be who I am today. I wouldn't have met my true self and proved how strong I am. Coming to Emmaus is one of the best decisions I've ever made.

Damian, former companion of Emmaus Salford





# Emmaus overview

Emmaus is a secular organisation supporting people affected by homelessness and social exclusion. There are currently 29 Emmaus communities across the UK, providing a home, tailored support and meaningful work to more than 850 people, known within Emmaus as companions. In addition to existing Emmaus communities, there are three emerging groups working to establish new communities.

Emmaus is different to many homelessness charities and support services as we go beyond just offering a bed for the night; we provide longer-term support, stability, opportunities for personal development, and a strong sense of community.

Social enterprise is central to the Emmaus model as it provides work opportunities for companions but also generates a large proportion of the funding needed to maintain communities. Having something to do every day provides structure and a sense of purpose to Emmaus companions.

Our social enterprises play a huge part in helping to restore the self-esteem that many people lose when they are homeless, and enables them to make the most of their existing skills, while learning new ones.

Solidarity, helping others less fortunate than yourself, is central to the Emmaus way of life. Everyone at Emmaus, including companions, staff, trustees and volunteers, is encouraged to carry out acts of solidarity to support people who need it most.

For companions in particular, solidarity has a huge impact on their confidence and self-worth, showing them that they can make a difference to someone else's life and add value to the lives of people around them.

# Emmaus in the UK

Emmaus communities and groups work together to empower people to change their lives for the better.

## Our vision

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

## 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.

At Emmaus UK, we do this by providing help, support and coordination to our members and protecting the principles, objectives and identity of Emmaus within the UK.

Emmaus in the UK has a federal structure, which means that each community and group is an independent charity with its own staff team and board of trustees. Emmaus UK was set up to unify and support the federation, providing a central set of services that bring members together and support the movement's growth in the UK.

Anyone wishing to set up a new Emmaus group must go through a rigorous affiliation process, which includes developing a firm business plan and demonstrating the capacity to establish a social enterprise and community. New groups are supported throughout this process and mentored by a more established community and by Emmaus UK.

## Our values

- **Respect** — for others, ourselves, and our environment.
- **Sharing** — for 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 Plan for 2022 – 2027

### 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.
- Maximising the use of every companion room.

### 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.
- Investing in our people through training and development.

### We will shout louder by

- Helping people to better understand who we are and what we offer.
- Raising our profile within the sectors in which we operate.
- Campaigning and influencing to improve the lives of the people we support.
- Engaging more potential customers, supporters and companions.

### Working together better by

- Improving our governance systems to achieve better coordination.
- Developing effective methods for sharing learning and ideas.
- Creating stronger links with the international movement.
- Developing a contemporary and values driven culture.



“This plan has been developed by the federation of Emmaus charities in the UK to make sure we are in the best position possible to thrive in a post pandemic world.

“As a federation of independent charities, Emmaus has the benefit of a strong community connection and the collective strength that comes from being part of a national and international movement. Through this plan we want to make the most of this collective strength and increase the positive impact Emmaus has in the UK.”



Charlotte Talbott, Chief Executive of Emmaus UK





# Our movement

The first Emmaus in the UK opened in 1991. There are now 29 Emmaus communities in the UK with more than 850 companions living in communities stretching from Glasgow to Dover and Norfolk to South Wales. 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.

Emmaus in the UK is now well established but we are also part of a much wider and diverse global movement. Emmaus started in France in 1949, shortly after the Second World War, when homelessness was a significant problem. After the first Emmaus community was created in the eastern suburbs of Paris, many more communities opened in France and across Europe, the Americas and in Asia.

The growth of the movement gave rise to the gradual development of a network of organisations that met in Bern, Switzerland, in 1969 to adopt the Universal Manifesto, the founding text of the Emmaus movement.

Today, the Emmaus movement includes more than 420 Emmaus groups, located in over 40 countries. Across four continents – Africa, Asia, Europe and the Americas – Emmaus groups work to help the most excluded and tackle the causes of poverty.

All Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. Ever since the Emmaus movement began, it has always been both secular and independent in leading its struggle to tackle the causes of poverty and exclusion. The movement defends its vision of society: a fairer and more sustainable world where people are at the heart of the system and where there is a place for everyone.

Find out more about how the Emmaus movement has grown to serve and campaign for people and communities in need.

[emmaus-international.org/en/](https://emmaus-international.org/en/) 



# Role overview

## Impact and Evaluation Senior Officer

The Impact and Evaluation Senior Officer will play a key role in supporting the Emmaus federation to understand and demonstrate the impact of our work. The successful applicant will utilize a range of skills to capture, analyze, and share insights to help inform decision making and ultimately increase our impact.

It's an exciting time for the Emmaus Federation as we roll out a new In-Form (salesforce) CRM system and interlinked Monitoring Evaluation and Learning (MEL) Framework.

The role will play a crucial part in implementing, gathering feedback and developing new systems and tools to be utilised by Emmaus communities.

The role will be varied in nature, one day might involve conducting interviews with people experiencing homelessness, then next providing support to a member of staff to improve a community's MEL practice, the following day might involve analyzing a data set and writing a briefing paper.

The ideal candidate will have strong theoretical and practical evaluation skills coupled with the people skills to make this work accessible to a range of stakeholders.

They will need to be comfortable working as part of a remote team and able to travel to Emmaus communities across the UK to work with staff and companions.

Working with the Impact and Evaluation Manager, Director of Partnerships and Federation Development and with federation members, the role will be central to the delivery of strategic commitment to work together to record, study, continuously improve and broadcast our collective impact.



# Job description

## Impact and Evaluation Senior Officer

<b>Location:</b>	Remote with travel required across the UK
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<b>Reporting to:</b>	Impact and Evaluation Manager
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### Purpose of the role

The role will play a key role in supporting the Emmaus federation to understand and demonstrate the impact of our work. The successful applicant will utilize a range of skills to capture, analyze, and share insights to help inform decision making and ultimately increase our impact.

### Principal responsibilities and duties

- Undertake survey interviews, focus groups and workshops for EUK projects. In some cases working with companions to deliver these activities. This may be online or in-person visiting Emmaus communities.
- Support with designing research tools and consultation approaches. Work with companions to be involved where possible.
- Collect and write case studies for research and evaluation purposes.
- Arrange visits and logistics for research and consultation activities across the Emmaus Federation.
- Support the design of, ongoing development and implementation of MEL resources to support communities.
- Support the development of an evaluation toolkit to be rolled out across the federation.
- Support in the co-design of projects and evaluation plans for new and emerging projects in Emmaus Communities (including those funded by Emmaus UK funds).
- Liaise with research partners (consultants, academic institutions etc) as part of external evaluation activities.
- Gather and collate feedback on MEL systems including CRM feeding into the continuous improvement of systems.

- Arrange and support the running of a 'super user' CRM group to gather feedback on the CRM system and support the development of a system roadmap.
- Input into the design, development and implementation of new functions and capabilities on the CRM system.
- Run reports on CRM system for audit purposes and liaise with communities where there is incomplete/low quality data.
- Develop standardised reports on CRM system to be utilised by Communities to measure impact and learn from delivery.
- Collate and analyse quantitative and qualitative data for both EUK and Federation, compiling reports and forecasting trend data.
- Undertake analysis on quantitative and qualitative data for MEL, Emmaus Funds and Emmaus Quality standards.
- Draft reports and briefings based on evaluation and research activities to be utilised by federation members for service development, for fundraising and communications and campaigns/advocacy work.
- Present insights and learnings through webinars and other forums.
- Keep up to date with key research and evaluation trends within the sector and sharing best practice across EUK and Federation.



# Person specification

## Impact and Evaluation Senior Officer

### **Experience, skills and attributes - essential**

- Experience in a monitoring and evaluation or research role (desirable from within the charity sector).
- Strong quantitative data management and analysis skills.
- Experience of face-to-face data collection including focus groups, surveys and qualitative interviews.
- Experience in evaluation design and management.
- Developed interpersonal and communication skills, including excellent internal consultation and liaison skills; facilitation and coaching skills.
- Ability to convey complex information in accessible way.
- Advanced IT skills, in particular Microsoft applications.
- Experience of using CRM systems (e.g. Salesforce) for monitoring, evaluation and learning.
- Comfortable working in a remote role and able to build relationships in this setting.

### **Experience, skills and attributes - desirable**

- Lived Experience of Homelessness/multiple disadvantage.
- Experience of working in a policy, research or service delivery role in homelessness or related support area (e.g. multiple disadvantage).
- Experience of delivering training, particularly relating to research and evaluation.
- Experience of or involvement in cost-benefit/SROI analysis.
- Experience in developing tools and methodologies with people facing multiple disadvantage.

- Experience of administration/development of CRM systems (e.g. Salesforce).
- Experience of undertaking analysis using standardised scales and tools like the Triangle 'Outcome' Star.



# Terms of employment

## Impact and Evaluation Senior Officer

<b>Starting salary:</b>	£34,199 per annum (pro rata)
<b>Hours of work:</b>	0.6-1.0 FTE. Can be delivered flexibly Monday-Friday
<b>Contract:</b>	Permanent
<b>Probation period:</b>	6 months
<b>Pension:</b>	Stakeholder pension with an employer contribution
<b>Holidays:</b>	25 days + Bank Holidays + 3 concessionary days leave
<b>Training and development:</b>	Ongoing training and development
<b>Volunteering:</b>	2 days allowance each year
<b>Employee Assistance:</b>	24/7 employee assistance scheme is available
<b>Wellbeing:</b>	Weekly wellbeing hour to promote personal wellbeing
<b>Flexible working:</b>	Options available, subject to the requirements of the role
<b>Life assurance:</b>	Death in service lump sum of 3 x salary



## Application process

To apply for the role, please complete our application form and equal opportunities monitoring form and email to [jobs@emmaus.org.uk](mailto:jobs@emmaus.org.uk) by Wednesday 6th November 2024.

Please ensure you download the job pack and refer to the job description and person specification when completing your application form.

Those shortlisted will be invited to an interview conducted via Microsoft Teams on Monday 18th November 2024.

If you would like to arrange an informal discussion about the role, please email [jobs@emmaus.org.uk](mailto:jobs@emmaus.org.uk).

Emmaus UK provides equal opportunity for all job applicants and is committed to providing a work environment free of discrimination. We are dedicated to an inclusive culture, and we strive to create a workplace where teams of people with diverse backgrounds, characteristic, perspectives, ideas and experiences work together.

We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status or parental responsibilities.

To ensure fairness and consistency to select the best candidate for our roles, all applications are anonymised up until an interview has been confirmed so that shortlisting is based solely upon the suitability of the candidate's experience.