



**emmaus**

working together to end homelessness

# Applicant Pack

Learning & Development Manager



# Contents

Thank you for your interest in the role of Learning & Development Manager 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) 

<b>How Emmaus works</b>	page 3
<b>Emmaus overview</b>	page 4
<b>Vision, mission &amp; values</b>	page 5
<b>Strategic plan</b>	page 6
<b>Our movement</b>	page 7
<b>Role overview</b>	page 8
<b>Job description</b>	page 9
<b>Person specification</b>	page 11
<b>Application process</b>	page 13

# 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

## Learning & Development Manager

It's an exciting and important time for our charity as we work to help more people out of homelessness and poverty as part of an ambitious strategy.

The newly created role of Learning & Development Manager will sit within the Partnerships and Federation Development directorate, to support the delivery of key charity and federation-wide objectives, as part of our mission to empower people affected by homelessness and poverty to change their lives for the better while using our voice to achieve social change.

The principal responsibility will be to support our ambition to become a best practice national body, responsible for the day-to-day management of the Learning and Development function within Emmaus UK and the wider federation.

As a hands-on Learning & Development Manager, you will play a critical role in developing the skills, knowledge, and capabilities of employees, companions, volunteers and trustees across the Emmaus Federation and within Emmaus UK. Your primary focus will be on developing and delivering effective learning interventions, programs and initiatives that align with the goals of Emmaus and support the growth and development of its people.

As Learning & Development Manager, you will have the opportunity to make a significant impact on the growth and development of employees, companions, volunteers and trustees, contributing to a positive learning culture, and supporting the overall success of the federation. Your role will involve supporting the development and delivery of strategic plans, programme design and implementation, stakeholder management, and continuous evaluation and improvement of learning initiatives.



# Job description

## Learning & Development Manager

<b>Location:</b>	Remote with travel required across the UK
<b>Reporting to:</b>	Director of Partnerships and Federation Development

### Purpose of the role

Working with the Director of Partnerships and Federation Development and the HR Manager, the role will be central to the delivery of strategic objectives with a learning and development focus.

### Principal responsibilities and duties

- **Training Needs Analysis:** Conduct comprehensive assessments to identify skill gaps and training needs within Emmaus UK and the Emmaus Federation. Collaborate with federation members, Executive Leads, companions, Emmaus UK staff and HR to determine the training requirements for staff and companions.
- **Learning Strategy Development:** Support the development of a strategic L&D plan that aligns with the organisation's goals, culture, and business objectives. Establish clear learning objectives and define the most effective approaches, methodologies, and tools to meet those objectives.
- **Learning Programme Design and Delivery:** Design and develop engaging and interactive learning programmes, courses, workshops, and training materials. Utilise a variety of instructional techniques, including e-learning, classroom training, blended learning, and experiential learning, to ensure effective knowledge transfer and skill development.
- **Learning Programme Implementation:** Coordinate and oversee the implementation of learning programmes, including scheduling, logistics, participant communication, and evaluation. Collaborate with internal stakeholders and external partners, trainers, or subject matter experts as needed.
- **Alongside HR, manage the relationship with external training providers (including online providers) or training including supporting the commissioning of training packages where necessary.**
- **In partnership with the Federation Development Team, develop and deliver training in response to Federation Development projects, considering the implications of large scale changes in process and regulatory requirements.**

# Job description

## Learning & Development Manager

### Principal responsibilities and duties (continued)

- Learning Evaluation and Measurement: Work with the Impact and Evaluation Manager to establish metrics and evaluation methods to assess the effectiveness of learning programmes. Collect and analyse feedback from participants and key stakeholders to continuously improve the quality and impact of training initiatives.
- Work with the Impact and Evaluation Manager to ensure that wider monitoring, evaluation and learning from Emmaus delivery and wider evidence-based good-practice shapes training content and messages.
- Learning Technology and Tools: Stay updated on the latest trends, tools, and technologies in the L&D field. Leverage learning management systems (LMS), e-learning platforms, virtual training tools, and other digital resources to enhance the learning experience and accessibility.
- Onboarding & Induction: Collaborate with the HR Manager to design and manage a comprehensive onboarding and induction programme for new employees, ensuring they are provided with a robust, fit for purpose induction and continuous training that encompasses all mandatory and legislative requirements.
- Learning Culture Promotion: Foster a learning culture within the organisation by promoting continuous learning, knowledge sharing, and professional development opportunities. Encourage and support employee and companion participation in external learning activities, conferences, and industry events.
- Working with the HR Manager, develop and implement a leadership development programme for Emmaus UK.
- Working with the Funds Manager to empower companions to apply for grants to meet their learning and development goals, to support the effective development of their confidence, skills and employability.

# Person specification

## Learning & Development Manager

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

- Experience of working in a learning and development role, including experience of delivering training in-person and online to a range of stakeholders.
- Experience of developing and implementing successful learning and development strategies.
- Experience of identifying and analysing learning and development needs, developing relevant approaches and evaluating effectiveness.
- Strong design skills with an ability to design creative and engaging learning solutions that deliver on the defined need and desired outcomes.
- Strong coaching and mentoring skills with an approach that builds capacity rather than dependency.
- Proficiency with Office suite of apps.
- Strong communication and interpersonal skills and the ability to establish positive working relationships with colleagues.
- Strong organisational and time management skills and the ability to work to deadlines, prioritise and multi-task in a fast-paced environment.
- Strong influencing skills, including proven track record of implementing change management.
- Commitment to Emmaus' mission to end homelessness.

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

- Experience of managing budgets.
- Experience of delivering accredited or licenced training packages on behalf of external providers.
- Professional qualifications relevant to the post (e.g. CIPD level 5, level 7 or coaching certification desirable).

# Terms of employment

## Learning & Development Manager

<b>Starting salary:</b>	£37,878 per annum
<b>Hours of work:</b>	5 days per week, Monday to Friday (37.5 hours)
<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>	Individually tailored induction. 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 them both to [jobs@emmaus.org.uk](mailto:jobs@emmaus.org.uk) before **12pm on Friday 1 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 Wednesday 13 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.