



APPLICANT PACK

**Regional
Communications
Officer (South)**

 **EMMAUS**

THANK YOU

for your interest in the role of Regional
Communications Officer (South) 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.

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HOW EMMAUS WORKS

Our communities offer:

A stable home and a foundation for the future

Within Emmaus communities, everyone has their own furnished bedroom – a safe, stable home from which they can begin to rebuild their lives. We ensure all bills are covered, essential items are provided, and fresh meals are prepared each day. Shared living and dining spaces create opportunities to relax, connect and build a sense of community.

Tailored support and pathways forward

Our trained support workers focus on each person's strengths, working alongside them to create personalised support plans and set meaningful goals. Together, we help people develop the confidence, skills and experience they need to move forward and achieve their ambitions.

Emmaus supports people who have experienced or are at risk of homelessness

A safe place to rebuild and move on

We provide a safe and supportive environment where people can settle, rebuild their lives and work towards overcoming homelessness for good. When they are ready, we support people to take the next step, finding and moving into their own permanent home.

A chance to gain skills and experience

People supported by Emmaus have the opportunity to gain valuable training and work experience through our social enterprises. For many, this daily activity provides structure, purpose and a chance to connect with others. Becoming part of a team and contributing to the community plays a vital role in rebuilding confidence and self-esteem.

Liam

Sussex Emmaus Companion



It's been small steps, but I've got confidence now. I can't believe how far I've come. 



EMMAUS OVERVIEW

Emmaus is a secular organisation supporting people affected by homelessness and social exclusion.

There are 30 Emmaus communities and groups across the UK, each tailored to individual needs.

Emmaus communities across the UK provide 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.

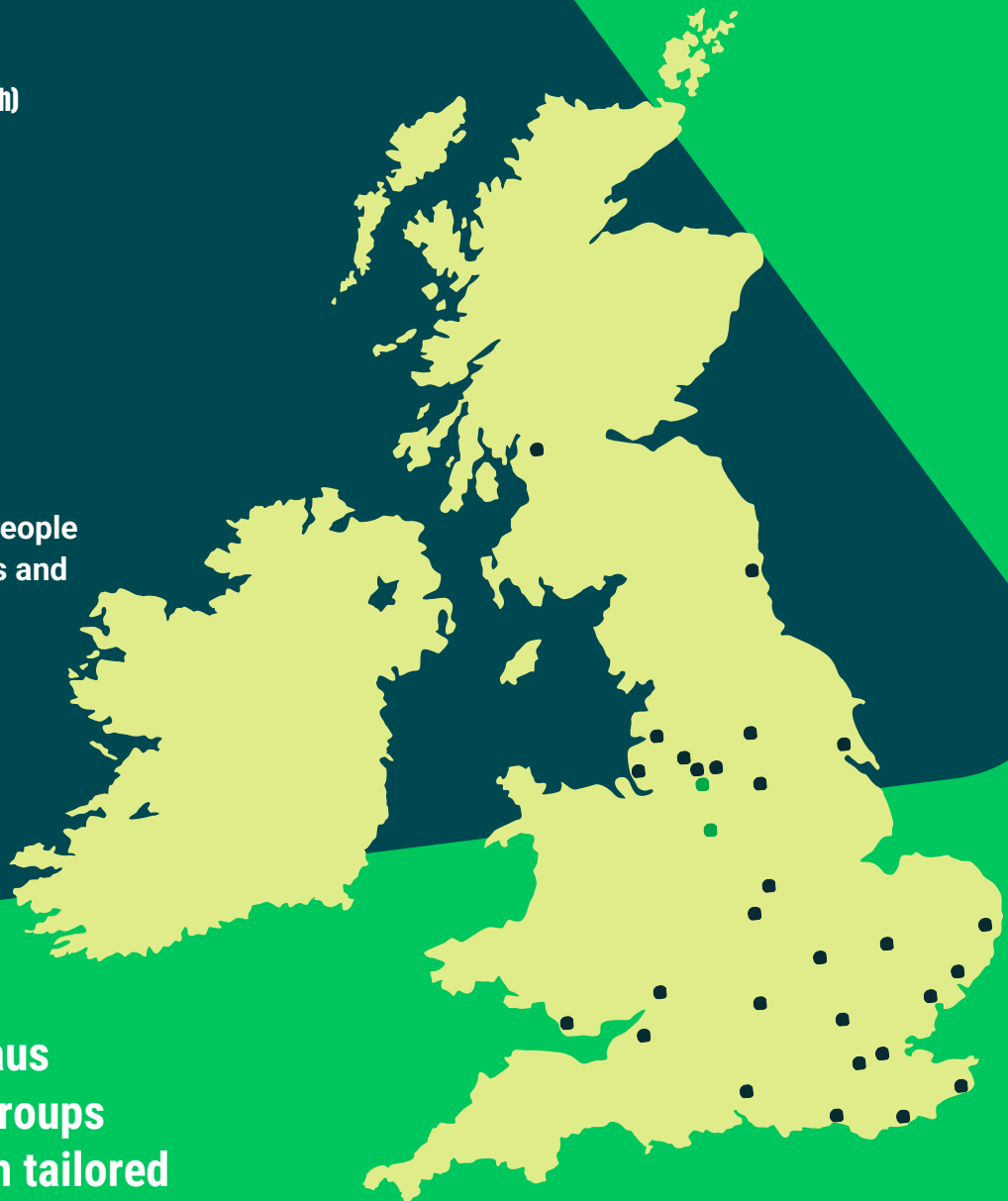
Emmaus is different to many homelessness charities and support services as we go beyond just offering a bed for the night; we provide longer-term support, stability, opportunities for personal development, and a strong sense of community.

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 enable 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 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 PURPOSE

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

OUR VISION

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

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.

OUR VALUES

**Respect for others,
ourselves and our
environment**

**Sharing our resources,
skills, challenges
and successes**

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

**Solidarity, helping
those in greatest need
and opposing injustice**

**Welcoming, friendly,
approachable and
inclusive to all**

OUR MOVEMENT

The first Emmaus in the UK opened in 1991. There are now 28 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.

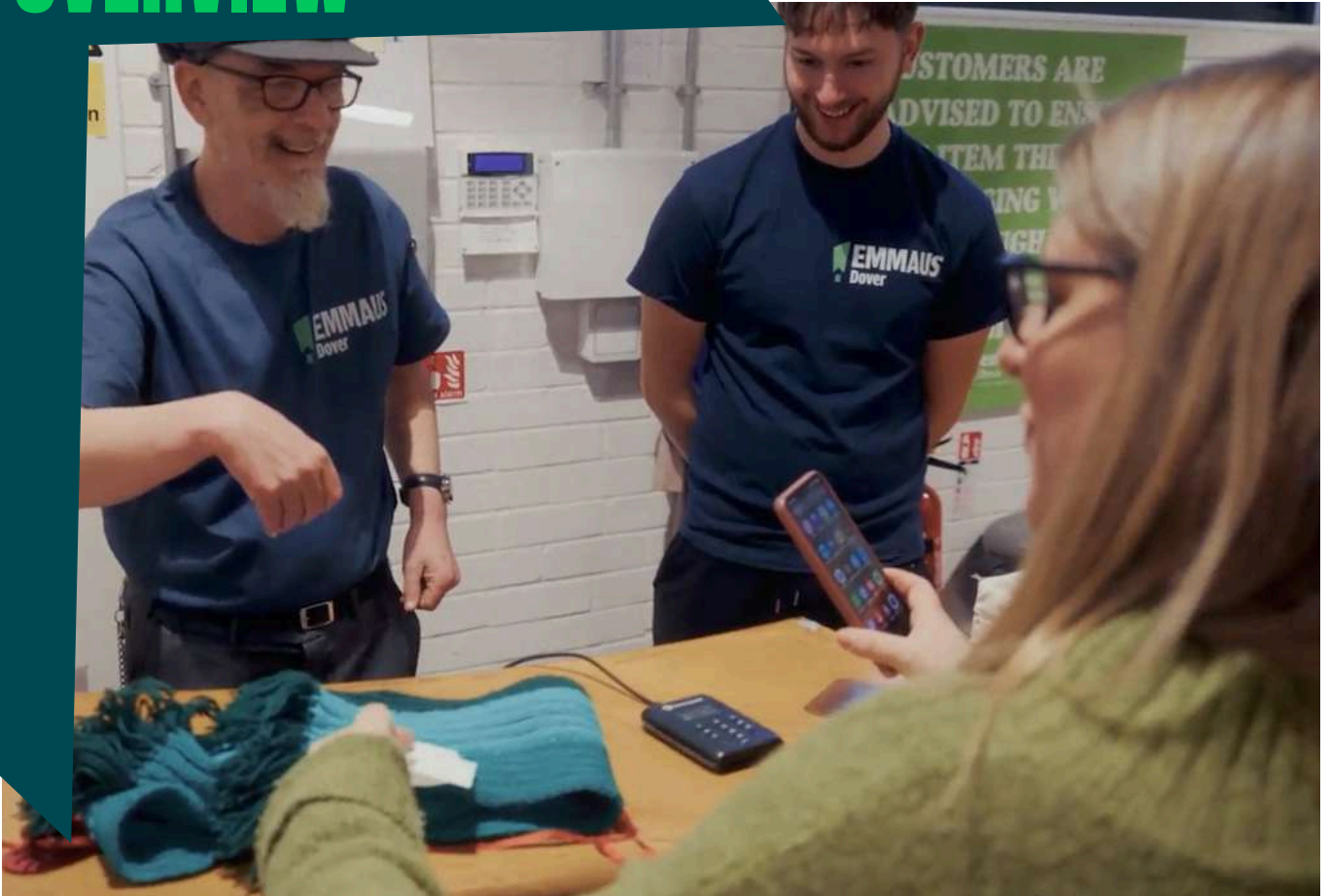
Today, the Emmaus movement includes more than 420 Emmaus groups located in over 40 countries. Across four continents – Africa, Asia, Europe and the Americas – Emmaus groups work to help the most excluded and tackle the causes of poverty.

All Emmaus groups have the same values while 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/

ROLE OVERVIEW

This is an exciting opportunity to join Emmaus UK, helping communities raise their profile and connect with more supporters.



Our team of Regional Communications Officers supports Emmaus communities and groups to raise their profile and connect with supporters. In this role, you'll work closely with up to four Emmaus charities, identifying their communications needs and planning and delivering activities to help them achieve their goals.

You'll bring strong skills and experience in communications, public relations and marketing, with at least two years' experience in a fast-paced, varied communications role.

While not essential, an understanding of homelessness and the charity sector would be an advantage.

This is a hybrid role, offering the flexibility to work from home or within an Emmaus community.

Building and maintaining strong relationships with a wide range of stakeholders will be key to this role. Regular travel to your allocated communities is essential (typically at least one visit per week). This will initially be Emmaus Norfolk & Waveney, Emmaus Colchester and Emmaus Suffolk, so we are looking for a candidate based in Norwich, Colchester, Suffolk, Ipswich or the surrounding areas. You'll also attend quarterly team meetings, usually held in Birmingham but occasionally in other locations across the UK, which sometimes require an overnight stay.

If you're passionate about making a difference and creating lasting impact, this is a fantastic opportunity to get involved with Emmaus.

JOB DESCRIPTION

Location: Hybrid (based at home or a local Emmaus community) with regular travel in the South of England

Reporting to: Regional Communications Manager (South)

Purpose of the role

Provide support to Emmaus communities and groups within your designated region across all areas of external communications, in line with an agreed service level agreement and aligned with the wider Emmaus communications strategy.

Principal responsibilities and duties

- Provide communications support that helps Emmaus communities to increase the profile of Emmaus locally and nationally
- Work with Emmaus communities to develop and deliver a program of communications projects and activities that help them to raise awareness of their work and increase revenue
- Develop promotional marketing materials and maintain websites and Google Ads accounts
- Provide support with social media, utilising a range of channels for each designated community
- Work with regional and national print and broadcast media, pitching interesting stories to gain coverage
- Gather and create engaging content, including case studies, images and videos from Emmaus communities to use to raise awareness of Emmaus's work locally and nationally
- Work with other Regional Communications Officers and colleagues in the wider Emmaus UK team to co-ordinate communications activity and share best practice
- Engage Emmaus companions in communications work and support them to share their stories where appropriate
- Build partnerships and relationships with local groups, partners and influencers
- Use analytics tools to report back on performance
- Work with the Emmaus UK National Communications Manager to ensure local communications work supports the delivery of the national communications strategy

Person Specification

Experience, skills and attributes	Essential	Desirable
At least two years' experience in a public relations, communications or marketing role	✓	
Proven experience in using various communications and marketing channels to enhance brand and profile	✓	
Able to use social media, including scheduling and reporting tools, effectively and creatively	✓	
Strong writing skills with experience in drafting and pitching press releases and writing for a range of different audiences	✓	
Photography and videography experience	✓	
IT skills including Microsoft, Canva or other design tools, Google Ads and analytics tools, email marketing platforms and website CMS systems	✓	
Able to identify and manage own priorities and conflicting schedule demands	✓	
Experience of building strong relationships and using these to influence people at all levels	✓	
Experience of working as part of a team and autonomously	✓	
Recognise, respond and adapt appropriately to change	✓	
An understanding of, and belief in, equality	✓	
Effective communication skills - including written, verbal and listening skills	✓	
Able to undertake regular travel and work occasional unsocial hours	✓	
The ability to interpret complex situations/problems and identify solutions which meet organisational needs	✓	
An understanding and empathy for the work of Emmaus, and the ability to uphold Emmaus's values	✓	

Person Specification

Experience, skills and attributes	Essential	Desirable
Experience of working within a national body and/or federated charity		✓
Knowledge of services supporting people affected by homelessness or poverty		✓
Commitment to environmental sustainability and social development		✓
Experience of working effectively with a diverse range of people		✓
Experience of working with volunteers		✓
Full UK driving licence		✓



TERMS OF EMPLOYMENT

Starting salary:	£31,160 per annum
Hours of work:	Full-time 37.5 hours per week, Monday to Friday
Contract:	Permanent
Probation period:	6 months
Pension:	Stakeholder pension with 6% employer contribution
Holidays:	25 days + Bank Holidays + 3 concessionary days leave
Training and development:	Ongoing training and development
Volunteering:	2 days allowance each year
Employee Assistance:	24/7 employee assistance scheme is available
Wellbeing:	Weekly wellbeing hour and annual wellbeing allowance
Flexible working:	Options available, subject to the requirements of the role
Life assurance:	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 to jobs@emmaus.org.uk by Tuesday 26 May 2026.



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

Closing date Tuesday, 26 May.
Shortlisted candidates will be invited to an interview via Microsoft Teams the week of 8 June. You will also be asked to complete a set of tasks as part of the interview process.

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, characteristics, 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 in selecting the best candidate for our roles, all applications are anonymised until an interview has been confirmed so that shortlisting is based solely upon the suitability of the candidate's experience.

If you would like to arrange an informal discussion about the role, please email rachel.moon@emmaus.org.uk.



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EMMAUS.ORG.UK