



emmaus
Bristol

working together to end homelessness



Applicant Pack

Social Enterprise Manager



Contents

Introductory Letter	3
About Emmaus	4
About Emmaus Bristol	6
Terms of Employment	8
Role Description	8
Person Specification	9
Application Process	11
Safeguarding and Right to Work in the UK	13
How we store and use your personal information	13

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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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e: info@emmausbristol.org.uk

w: www.emmausbristol.org.uk

Dear applicant,

Thank you for your interest in working for Emmaus Bristol. We are looking for a Social Enterprise Manager to join our team.

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

The new Social Enterprise Manager will play a pivotal role in the charity. The Social Enterprise Manager will lead our social enterprises to further their social and environmental impact, and to generate a financial surplus which we use to support people out of homelessness. We're looking for someone with great business sense, who can work in a trauma-informed way with companions and other vulnerable adults, who are our beneficiaries and main work force.

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 Social Enterprise team member.

The application deadline is 9am Tuesday 14 May 2024 and details of how to apply are on page 13.

In-person interviews will be held at our Backfields House site on Tuesday 21 May 2024. During the interview there will be an opportunity to meet staff and companion team members.

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.”

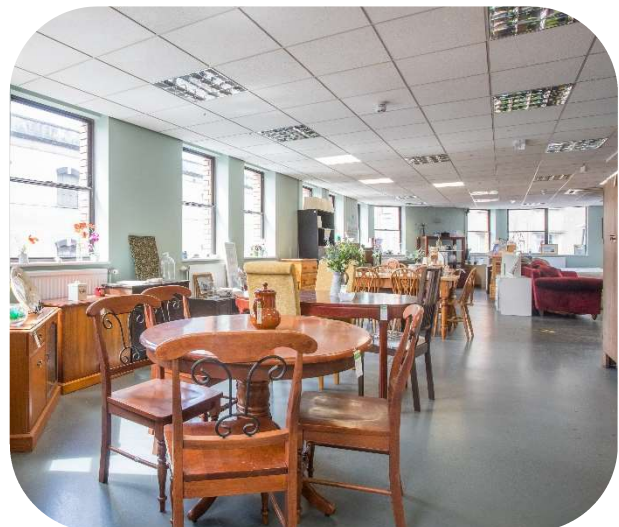
“Emmaus is the best place to come if you need help to get back on track. I'm a really good example of how it helps and I'm happy that I have a chance at life now.”

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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	Social Enterprise Manager
Reports to	Chief Executive In time, this post will report to the new Head of Impact – see organisation chart at the end of this pack
Line manages	Online & Retail Manager, Warehouse & Logistics Coordinator, Work Coach
Location	Emmaus Bristol, Backfields House, Upper York Street, Bristol BS2 8QJ Please note that this is a site-based (not remote) role.
Contract	Permanent
Salary and benefits	Up to £36,000 per annum dpe. 25 days' annual leave plus bank holidays. Emmaus Bristol provides an auto-enrolment pension scheme with Royal London.
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 which can be worked flexi-time between 8am and 6pm, Monday to Friday. 37.5 hours per week full time. 30 hours per week/ 0.8 FTE may also be considered.

Job Purpose

The purpose of the Social Enterprise Manager is to lead our Social Enterprises and ensure they meet their social, environmental and financial objectives.

Emmaus Bristol's social enterprises currently revolve around the collection, sorting and sale of donated pre-loved goods. We have high-street and online retail, a warehouse and van services. In addition, we have two eco holiday pods which we rent to visitors.

For Emmaus Bristol trading is "primary purpose" as the Social Enterprises provide work experience, training and structure for Companions and others. This allows Companions to sign off benefits and instead receive an

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allowance generated from their hard work. The Social Enterprises must cover their own costs and return a surplus that supports the work of the charity, and our solidarity activities.

The Social Enterprise Manager will strive to continually improve our Social Enterprises:

1) For our residential and non-residential Companions (adults who have experienced homelessness and/ or are unemployed), so that we provide excellent work experience and training; engendering a sense of purpose and belonging, and providing the work and life skills needed to move on.

2) For our customers so that we are providing the best service we can, whether it's a house clearance following a bereavement, people on holiday staying in our pods, a shop customer, or a recipient of solidarity furniture.

3) Improving our financial performance, so that our Social Enterprises allow us to support more people out of homelessness.

4) Always looking to improve our environmental impact through resource efficiency, re-use and recycling.

There is scope to launch new Social Enterprises, and we are keen to hear from people with business development experience, but our objective within this five-year plan cycle is to do better with the services we already provide, and make better use of the existing sites we have.

Job Description

The job is to lead Emmaus Bristol's Social Enterprises, and as such the actual duties will vary according to the needs of the Social Enterprises 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.

This is a senior management role but as we are a small charity, it is also very hands on.

Business-related

- Annual budget and target setting for all Social Enterprise work streams, with input from the team
- Quarterly financial and KPI reporting
- Business improvement and business development, including revising existing business plans and developing new, viable plans
- Ensuring Legal and Health and Safety compliance of the Social Enterprises
- Effective oversight of all Social Enterprise activities
- Direct responsibility for the eco holiday pods
- Overall responsibility for customer service including responding to feedback in a timely manner

Coaching & Supervision

- Line management of Social Enterprise staff members
- Recruitment and induction of new staff members as needed
- Supervision of Companions and volunteers
- Lead on a weekly co-produced rota to ensure all Companion roles are covered
- Providing or procuring training to meet the team's needs

Social and Environmental Impact

- Take the lead on impact measurement within the Social Enterprises
- Overall responsibility for resource efficiency of the Social Enterprises, particularly in maximising re-use and minimising waste

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Support

- Shared oversight and leadership of in-work support with the Support Manager
- Effective co-working with the Support Team to ensure the wellbeing and progress of Companions and other vulnerable adults
- 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 4 to 6 weeks. This is remunerated.

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
- 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

Relationships

You will need to be as confident reporting to trustees in a board meeting as you are working alongside a Companion in the work that they do. The Social Enterprise Team and Support Team work closely together to provide an excellent service to Companions and other service users, so it is vital that you work collaboratively.

The Social Enterprise Manager 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

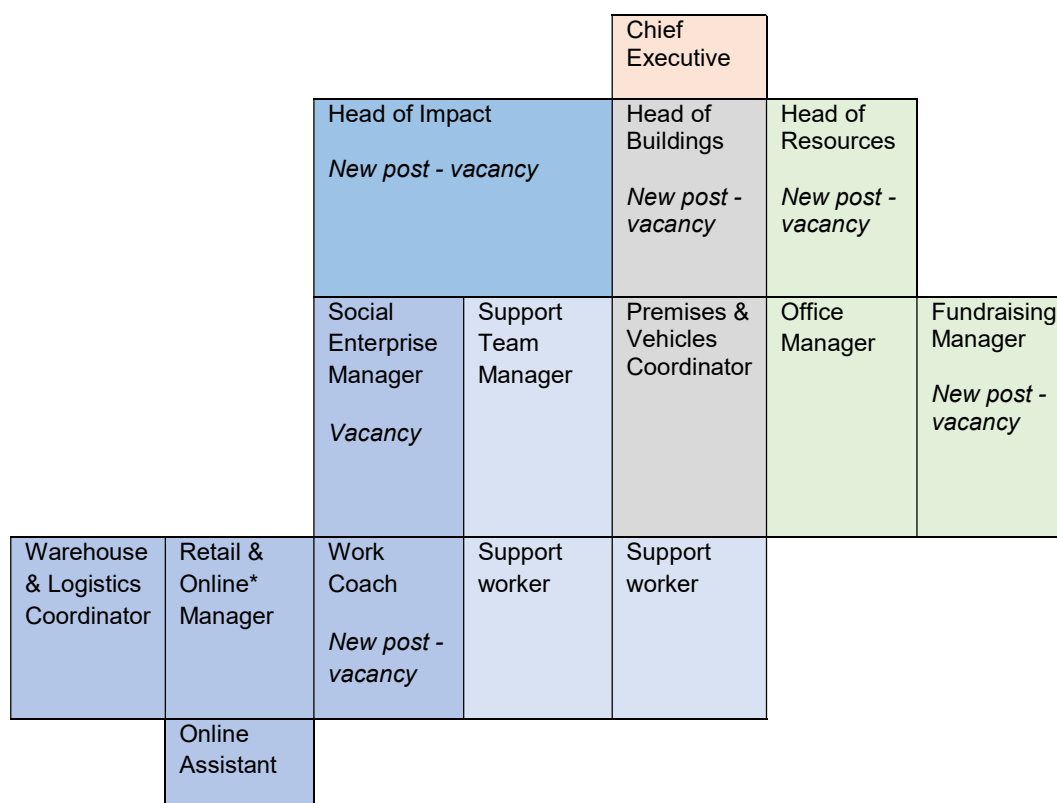
Person Specification

We will score applicants against these criteria. As it's a wide and varied role, we encourage you to apply if you meet most but not every point.

Essential	Desirable
Education	Education
<input type="checkbox"/> Educated to degree level or equivalently qualified by experience	
Qualifications	Qualifications
<input type="checkbox"/> Evidence of Continued Professional Development	<input type="checkbox"/> Professional qualification(s) in a relevant field <input type="checkbox"/> Driver with full, clean UK compliant driving license
Experience	Experience
<input type="checkbox"/> At least three years' line management experience <input type="checkbox"/> Business improvement and Business development, ideally within a charity or social enterprise setting <input type="checkbox"/> At least three years' experience as a budget holder of a business or social enterprise with a comparable turnover <input type="checkbox"/> Working with vulnerable adults <input type="checkbox"/> Developing mutually beneficial partnerships <input type="checkbox"/> Developing, working to, and monitoring progress against KPIs and other targets <input type="checkbox"/> Project management	<input type="checkbox"/> Volunteer management <input type="checkbox"/> Fundraising <input type="checkbox"/> Working in re-use
Skills	Skills
<input type="checkbox"/> Strong time management and organisation with the ability to self-manage and prioritise <input type="checkbox"/> Excellent business acumen <input type="checkbox"/> Excellent supervisory and line management skills <input type="checkbox"/> Conflict resolution, especially working across multiple stakeholders from customers to client group <input type="checkbox"/> Highly adaptable with resourceful problem solving skills <input type="checkbox"/> Attention to detail so that business compliance issues are spotted before they escalate <input type="checkbox"/> Effective written and verbal communication <input type="checkbox"/> Demonstrable IT skills including Microsoft Word, Excel and G-suite	<input type="checkbox"/> Mediation <input type="checkbox"/> Influencing to achieve positive outcomes <input type="checkbox"/> Marketing

Knowledge & Ethos	Knowledge & Ethos
<ul style="list-style-type: none"> <input type="checkbox"/> Retail and trading law <input type="checkbox"/> Empathy for Emmaus Bristol's mission and values <input type="checkbox"/> Committed to equality, diversity, inclusion and anti-discriminatory practises <input type="checkbox"/> Leading by example to demonstrate best practise at work <input type="checkbox"/> Enthusiastic and can-do attitude <input type="checkbox"/> Demonstrable understanding of workplace health & safety <input type="checkbox"/> Great at working face-to-face with people to achieve positive experiences <input type="checkbox"/> Highly self-motivated and able to work with minimum supervision to achieve goals <input type="checkbox"/> Team player 	<ul style="list-style-type: none"> <input type="checkbox"/> Knowledge and understanding of issues surrounding homelessness <input type="checkbox"/> EPOS systems <input type="checkbox"/> Manual handling, fire safety, COSHH, risk assessments <input type="checkbox"/> Trauma informed practice

Organisational Diagram



*Currently one role, but ambition in 5-year-plan is to have two roles

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How to Apply

We recommend you read our most recent annual reports which you can find on the [Charity Commission website](#), so that you understand the scope of the role and of the Social Enterprises.

Applications must be made using the following application form by 9am Tuesday 14 May 2024.

https://docs.google.com/forms/d/e/1FAIpQLSd61UpMOB3r3TQbL0OhUFzsyYDXq3M3C6fpGkhyZ9WtitWxnQ/viewform?usp=sf_link

Interviews are scheduled for Tuesday 21 May 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 the community and 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.

The Declaration of Criminal Records 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 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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