

Business Manager

Glasgow

Application Pack

June 2021

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June 2021

Dear Applicant

On behalf of the Board of Trustees of Emmaus Glasgow, may I thank you for your interest in this position in our Community.

As you may know, Emmaus communities operate a unique model to support formerly homeless people, known as Companions. We provide them with a home, care, training and mentoring, support for as long as they need it, and meaningful work in our social enterprises, which are based around the recycling and sale of unwanted goods donated by members of the public. A useful brief video about us:

<https://www.facebook.com/watch/?v=378664810062266>

We are now seeking a suitable candidate to fill a vacancy for the important position of Business Manager. The post involves assuring smooth running of our business arms including shops, collection & delivery services as well as developing new business opportunities. Given the growth of the community, the ambitious programme of projects in our Strategic Plan, and the need to consider new directions and initiatives, the Board is looking for a dynamic team member. The successful appointee will report to the Community Director and motivate the whole community, deliver our strategic objectives, and work with other stakeholders to address homelessness issues.

If you would like to arrange an informal discussion about the role, please email richardallwood@emmausglasgow.org.uk

If you feel this opportunity is for you, I do hope you follow up your interest by applying for this important and exciting position. We look forward to hearing from you.

Best regards

Richard Allwood

**Community Director**

**About Emmaus**

**Our vision: A 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. There are currently 750 companions living at 29 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 small weekly allowance.

In return, we ask:

* That companions work for 37 hours per week, or give as much time as they are able, 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 all benefits, with the exception of housing benefit.

**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 Heath £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.

**About Emmaus Glasgow**

The current team is comprised of Director, Community Leader (Registered Support Manager), two Community Support Workers (residential), Shop Manager (currently vacant), a Bookkeeper and a Community Administrator.

Emmaus Glasgow is an established charitable company in the West of Scotland that provides accommodation to people who have experienced homelessness as well as recycling services centred around retail shopping units.

**Mission Statement**

*“To enable socially excluded people to regain control of their lives, discover a sense of purpose and to help those in greater need, establish and maintain a self-supporting Community.”*

**Values**

* Value every person equally
* Be transparent and honest in all our dealings
* Oppose injustice in all its forms
* Enable everyone at all levels to participate actively in our work
* Share and exchange resources, skills and learning
* Respect and protect diversity and vulnerability
* Cherish independence, but support and foster interdependence
* Based in a purpose-built building in the north of the city (Hamiltonhill). Emmaus Glasgow offers a different concept in services for homeless community.

**Emmaus Glasgow**

**Business Manager**

Job Description

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| --- | --- |
| Location: | Emmaus Glasgow including satellite shop locations |
| Reporting to: | Community Director |
| Responsible for: | Retail Managers and Companions & Volunteers as appropriate. |
| Working hours: | Flexible: 5 days/37.5 hours pw, covering Monday to Saturday 8.30am – 5.30pm |



To ensure the safe efficient running, sustainability, and growth of the Emmaus Glasgow enterprises.

To work closely with the Community Director, Community Leader, and staff members to ensure the wellbeing and training of the Companions and Volunteers within the Emmaus Community in line with its ethos and values.

Maintain all the operational aspects of business support and organisation of the companions to ensure effective day to day delivery of the business operations.

Develop new and existing business enterprise opportunities for the community.



**Operational Leadership**

* To support and work with the Community Director and Community Leader on a day-to-day basis.
* Support and motivate Companions and Volunteers with day-to-day delivery of the business.
* Co-Ordinate Health & Safety, Training, Fleet Management.
* To ensure that the vans and equipment are safe and effective.
* Carry out risk assessments pertinent to business operations.
* Line Manage and support Retail Managers, On-line , House Clearance Business and Workshop functions.
* Work in partnership with Support Team & Retail Managers and other enterprise areas as they grow.

**General**

* Maximise income from the retail operations, on-line sales, and Gift Aid, ensuring I.T systems are maintained.
* Actively promote and engage with external agencies.
* Support the Community Director to develop and maintain partnerships with relevant external agencies.
* Coordinate the accreditation of national or other awards appropriate to the Community e.g., Healthy Living Award, Revolve.
* Out of Hours on Call (cover with the rest of team)
* Attend meetings and perform other tasks and duties deemed necessary by the Community Director.

**Development**

* Investigate and propose new social enterprise operations to further the business objectives as agreed by the Board of Directors and Community Director.
* Ensure Risk Assessments, Health & Safety Practices are reviewed and adhered to.
* Development of the business in areas such as ‘pop up shops’ opportunities with Community Director.

**Volunteering**

* Take the lead recruiting, supporting, safeguarding and developing volunteers for placement within the business (shops & vans).

**Empowering and Developing Companions, Volunteers and staff**

* Planning and delivering appropriate training, coaching and support for Companions and Volunteers to develop their skills and enhance their personal growth, including employability opportunities.
* Deliver training so that operational activities are delivered to the agreed brand, including customer service, merchandising, pricing, stock control, and culture.

**Systems, Policies and Procedures**

Ensure that effective systems, policies and procedures are in place, updated and compliance, including:

* High standards of customer care, including constructive responses to customer complaints.
* Safe handling and security of all money and stock.
* Compliance with all statutory responsibilities, including regulations relating to fire, health & safety.
* Accessibility, trading standards, waste management etc.
* Risk assessments on premises/work related duties
* Efficient co-ordination and management of stock levels, deliveries and collections, and environmentally effective disposal of un-saleable items; cleanliness and maintenance of all vehicles, equipment and retail premises, including storage and workshop facilities.

**Ensuring the Community Runs Smoothly**

* Assisting other members of staff during periods of absence and periods of high demand.
* Contributing to strategic, operational, and budget planning for the Community.

**Other Duties**

• To provide driving cover on the vans if necessary.

• Attend Companions Meetings and other Emmaus meetings as required by the Community Director.

• To prepare reports and attend Board meetings and committees as required.

• Perform any other tasks or duties deemed necessary by the Community Director.

**Working Conditions**

The Emmaus Glasgow enterprise operations run for 6 days/week, Monday to Saturday. 24-hour, 7 day/week support is provided to the Community.

Emmaus works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role. All roles within Emmaus Glasgow are subject to enhanced PVG checks.

You must always act in a way which will maintain the good reputation of Emmaus Glasgow, upholding the policies and procedures of Emmaus and striving to preserve good working relationships with staff, volunteers, Companions and trustees.

**Person Specification – Business Manager**

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| --- | --- |
| **ESSENTIAL** | **DESIRABLE** |
| **EDUCATION:*** Good general education to include Maths and English.
 | **EDUCATION:*** Training in drug / alcohol rehabilitation models, mental health, mediation
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| **SKILLS:*** Effective written and verbal communication skills
* Effective team worker with the ability to lead, work and delegate.
* Effective listening skills
* Effective time management and organisational skills
* Conflict resolution skills
* Leadership skills
 | **SKILLS:*** Mediation skills
* Facilitation skills
* Effective administrative skills
* The ability to take and follow instructions.
* Competent IT user.
* Ability to keep the overall vision of building the community to the fore during operational requirements.
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| **EXPERIENCE:*** Operational policies, practises and procedures
* Working with, and relating to a diverse range of people
* Working with vulnerable people e.g. homeless; disadvantaged; alcohol or drug abuse; mental health issues
* Training – identification, provision, organisation of training and personal development programmes.
 | **EXPERIENCE:*** Day to day operational role in a residential community setting
* Volunteer management
* Funding applications
* Experience of running a commercial business.
* Dealing with violent or aggressive behaviour
* Working with people with challenging behaviours.
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| **KNOWLEDGE:*** Developing & Maintaining Partnerships.
* Health & Safety.
* Knowledge of mental health. Drug and alcohol issues
* Data protection
 | **KNOWLEDGE:*** Knowledge and experience of working with commissioned services.
* Knowledge and understanding of homelessness issues.
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| **OTHER:*** Empathetic and understanding of a wide range of needs and experiences.
* Confidence to take on and resolve difficult issues.
* Able to work flexible hours.
* Ability to travel within the local area and attend meetings in other Emmaus Communities.
* Driving Licence
 | **OTHER:*** Commitment to environmental sustainability and social development
* A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential.
* Able to welcome people into the Community with no prejudice.
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Job Title:

Business Manager.

Salary £28,000 PA.

37 and half hours per week and 26 days Annual Leave.

General Hours: Monday to Friday 08.30-16.30 (day), occasional work outside these hours may be required dependant upon the service needs. Occasional out of hours work and supporting the team with on call.

Please email your completed application form to:

richardallwood@emmausglasgow.org.uk

Closing date for applications will be Monday 12th July 12midday.

Interview/assessment for those shortlisted will be held on the week beginning Monday 19th July, tbc. It is anticipated that this will be done via Zoom due to Covid 19.

The additional details 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 PVG check.

Safeguarding and Right to Work in the UK

The role will involve working with companions and in the community, so the role will need to have a Disclosure from Protecting Vulnerable Groups Scotland (PVG) check carried out. This is to check the criminal records and that the person is not barred from working with ‘adults at risk’.

**How we store and use your personal information**

Your Application Form and other information will be stored in a password protected folder throughout the interview process. It will be stored for six months, 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 application will be passed onto 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 ‘blind’, so that the recruitment process is fair and equitable and we are encouraging a diverse workforce.

**Emmaus Glasgow**

**Declaration of Criminal Records Form**

The post you have applied for is excepted from the Rehabilitation of Offenders Act 1974, which means that all convictions (spent or unspent), cautions, reprimands and final warnings on your criminal record need to be disclosed.

Please complete this form and return it in a sealed envelope along with your application.

|  |  |
| --- | --- |
| **Job applied for:** | **Location:** |

|  |  |  |
| --- | --- | --- |
| **Title:** | **First name** | **Surname:** |

|  |  |
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| **Have you ever been convicted by the courts or cautioned, reprimanded or given a final warning by the police?** | **Yes\*/No** |
| \*If yes, provide details of offences, penalties and dates below: |

If you have declared a criminal record and we believe this will have a bearing on the requirements of the post, we will discuss the matter with you at interview. If you require any further information or have any concerns about filling in this form please contact us.Please note that Emmaus takes its responsibilities under the Disclosure & Barring Service very seriously and takes every step possible to ensure confidentiality. Further information on disclosures and barring can be found on the [DBS website](https://www.gov.uk/government/organisations/disclosure-and-barring-service).

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| **Declaration:** |
| I confirm that the information contained in this application form is accurate and correct.Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Thank you for completing this form. Please forward this together with your completed application form**