



emmaus

Norfolk & Waveney

working together to end homelessness

Site Development Manager

Application Pack

December 2020



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December 2020

Dear Applicant

Thank you for showing an interest in working for Emmaus Norfolk & Waveney. We are looking for a dynamic Site Development Manager to join our team.

The Site Development Manager will be responsible for all aspects of site maintenance as well as oversight of any new developments at any of our sites. Initially this will mainly involve projects at our Ditchingham site which houses up to 32 residents as well as being our main retail destination. You will be responsible for implementing systems which ensure appropriate H&S checks are carried out as well as ensuring the necessary scheduled maintenance tasks are carried out throughout the year. You will be the main point of contact for contractors and consultants for large and small-scale building projects. The post holder will work closely with the Director and Business team to develop new initiatives onsite in line with our strategic plan.

If you have a background in the building trade or project management, would relish the chance to oversee the setup of a number of diverse initiatives, great communication skills, the ability to work well with people from a range of backgrounds and a positive “can do” attitude we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do and a social enterprise at a really exciting time.

This position has the option of being a live-in post and as part of the package you would be offered a one bedroom flat, all bills and council tax included, and 3 meals per day. You would be responsible for your own TV licence. Depending on DBS checks and circumstances couples would be welcome.

Before applying I would urge you to either visit our Ditchingham site or carry out some background research so you can understand the concept of an Emmaus Community.

If you would like to arrange an informal discussion about the role, please email cecileroberts@emmausnorfolkandwaveney.org

Kind regards

Cecile Roberts
Director
Emmaus Norfolk & Waveney

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 more than 800 companions living at 29 Emmaus communities across the UK.

Rather than relying on benefits, Emmaus uses social enterprise to generate revenue that pays towards 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 40 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 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.

The Emmaus Federation strategic plan

The Emmaus federation has recently developed its 2020-2025 Strategic Plan, providing clear direction for where the federation should be by 2025. The plan's focus is on improving service provision to Companions, becoming financially robust and better known in the UK, and increasing the number of companion places to meet the ever-increasing demand.

Our Community opened in 2011. Over the past nine years we have undertaken significant refurbishment of our buildings and recruited a small staff team, creating a thriving Community and business in Ditchingham.

Emmaus Norfolk & Waveney provides a home, work and companionship for up to 32 previously homeless and socially disadvantaged people – known as Companions. We offer the opportunity for them to rebuild their lives through work in our social enterprises and community, in a supportive environment. We aim to create a self-sustaining community through our trading activities and grow the opportunities available for people who would otherwise be homeless.

Our existing social enterprises include a charity shop in Bungay, a very large second-hand retail outlet (over 2000 sq ft) and a small coffee shop located as part of the community buildings in Ditchingham. Finally, we have just opened a 4000 sq foot retail outlet in Norwich.

As a result, our activities are broad ranging. They include social care, residential management, collection and deliveries services, warehousing, retailing, food preparation and sales, working with Norfolk County Council, premises and grounds maintenance, administration, fundraising, marketing and lobbying within a framework of statutory requirements and standards.

Our retail operations are delivered over 6 days, Tuesday- Sunday. We are seeking someone with exceptional site management skills and the capability and resilience to work in a fluid environment with competing priorities. You will have the people skills required to engage with Companions, many of whom have limited or no work history.

You will join us at a time of significant growth and be responsible for the site maintenance and development at the Ditchingham site whilst working within a team prospecting and opening new retail outlets and associated activities and business developments as well as further residential sites.

The team is comprised of Director, Community Development Manager, Logistics and Sales Manager, Retail Manager - Ditchingham, Retail Manager – Norwich, two Community Development Workers (residential), Driver/installer and a P/T Community Administrator.

Site Development Manager Job Description

Job title:	Site Development Manager
Reports to:	Director
Location:	Norfolk & Waveney

Overall Purpose of the Job

To oversee all aspects of site maintenance at our 2.5-acre site in Ditchingham which includes our 3 large convent buildings and various workshops. To project manage building development projects on this site, liaising with contractors and consultants on behalf of the Director. To oversee the development of small-scale building projects which relate to new social enterprise initiatives, working with the existing staff team and Companions to ensure a whole team approach which meets H&S requirements.

To oversee maintenance of any other sites which form part of Emmaus Norfolk and Waveney and to project manage any associated building projects.

Accountabilities

Operational Management

- Implement a year-round maintenance schedule ensuring that all necessary actions are carried out to maintain safe and well-kept houses, retail shops and grounds which meet all H&S requirements as well as the obligations of our full maintaining lease
- Work with the staff team to ensure the weekly rota for Companions incorporates the necessary maintenance tasks for both grounds and buildings
- To ensure the necessary paperwork is completed in relation to H&S and maintenance checks for all areas and that information is shared appropriately across the Community
- To project manage both small scale and larger building projects on all our sites
- To work closely with the staff team, Companions, contractors, and consultants to facilitate safe and efficient project development which sits within the allocated budget

Business Development

- To work alongside the Director and the Business team to develop any new initiatives either as part of developing the destination centre at our Ditchingham site or as part of either Retail/Community development across the county

People Management

- To communicate effectively and appropriately with Companions and staff to ensure effective operations and Companion development
- To liaise effectively and positively with contractors and consultants whilst ensuring the interests and needs of Emmaus Norfolk and Waveney are met

Financial Management

- To assist and contribute to the development of business plans and building projects where appropriate.
- To contribute and report on monthly actual financials to budget in order that budget is achieved and if there are any deviances, remedial action can swiftly be taken

General

- To ensure activities meet and integrate with organisational requirements for quality management, health and safety, legal and statutory requirements retail law, policies and general duty of care and professional boundaries
- To be flexible and willing to carry out any reasonable duties needed to assist the Community and business operations
- Participation in and delivery of, meetings, 1:1's and appraisals where appropriate
- To understand and work in accordance with the principles of the Emmaus movement and uphold its values and ethos

Site Development Manager Person Specification

Essential

- A background in building trades, civil engineering, or project management
- Previous experience of managing multi building sites and contractors' work
- Excellent understanding of H&S regulations
- Excellent communication skills
- Experience of coaching, team building and motivating others
- Experience of project management
- Experience in maintaining professional boundaries
- Excellent I.T skills
- Ability to work alongside individuals with diverse and complex needs
- Capable of lone working at times
- Reliable, punctual, and trustworthy

Desirable

- Experience of managing a budget
- Good knowledge of the surrounding area, suppliers and business networks
- Experience of working with people from a variety of backgrounds

Personal Characteristics

- Recognise, respond and adapt appropriately to change easily
- Flexible and adaptable to meet the needs of the Community and business
- An understanding of and belief in equality
- Effective communication skills - including written, verbal, listening skills
- Enthusiastic with a 'can do' attitude
- Has the ability to interpret complex situations/problems and identify solutions which meet individuals and organisational needs
- Able to answer people's concerns 'on their feet'
- Has an understanding of and empathy for in the work of Emmaus, and an ability to uphold Emmaus' values
- Strong emotional resilience and able to identify when external support is needed for self and others

Other Core Competencies

- Able to consistently communicate team and individual performance in the context of wider business performance, Companion welfare and Emmaus values
- Ability to ensure that Companions, customers and colleagues feel their views and opinions are heard and respected

Terms and Conditions of Employment

- Salary of £30,000 or £25,000 live in package
- Working Hours – full time hours are 40 hours per week, a 5-day week over Monday to Sunday including overnight on call duties as part of the rota if living onsite
- Flexible Working – options available, subject to the requirements of individual roles
- Annual Leave – 25 days per annum, plus 8 bank holidays
- Pension – Stakeholder pension
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – a 24/7 employee assistance scheme is available

To Apply

To apply please send your CV in a word file format or.pdf, with a supporting statement on no more than two sides of A4, the equal opportunities and declaration of criminal records forms by email to joandrews@emmausnorfolkandwaveney.org by close of business 05/02/2021

Those shortlisted will be invited to an interview to be held on 10-12th February 2021.

Safeguarding and Right of Work in the UK

The role will involve working with companions and in the community, then the role 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. An adult at risk is anyone that has one or more of the following:

- Does not understand certain decisions or transactions
- Are unaware of their rights or how to complain
- Have communication difficulties
- Have limited life experiences
- Are socially isolated
- Have low self esteem
- Are dependent on others for their basic needs

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 DBS check.



How we store and use your personal information

Your CV 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 CV only will be passed onto other members of the panel. But before it is passed on, the personal information will be removed from your CV. This includes:

- Name
- Address
- Age
- Marital Status

This is to protect your personal information, but also to enable us to shortlist 'blind', so that we are fair and equitable to encourage a diverse workforce.