



**emmaus**  
**Bristol**  
working together to end homelessness



# **Applicant Pack**

**Head of Resources**



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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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Dear applicant,

Thank you for your interest in working for Emmaus Bristol. We are looking for a Head of Resources to join our team.

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

This is a new role for Emmaus Bristol. Through our five-year-planning process we identified a new staffing structure that will allow our charity to thrive and to grow. The Head of Resources is needed so that the core organisation runs smoothly, and policies, processes and systems allow the team to do their jobs efficiently and effectively. This will be crucial as we develop new streams of work, and help more people out of homelessness or into work.

The Head of Resources therefore, will have a key role to play in making Emmaus Bristol an effective charity.

This is a senior leadership role, but as we are a small charity, all roles are somewhat hands-on. You'll need to be as confident discussing our reserves policy with trustees, as you would be resolving a cash discrepancy with a retail team member, and just as good at strategy as you are at detail.

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 team member.*

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.”

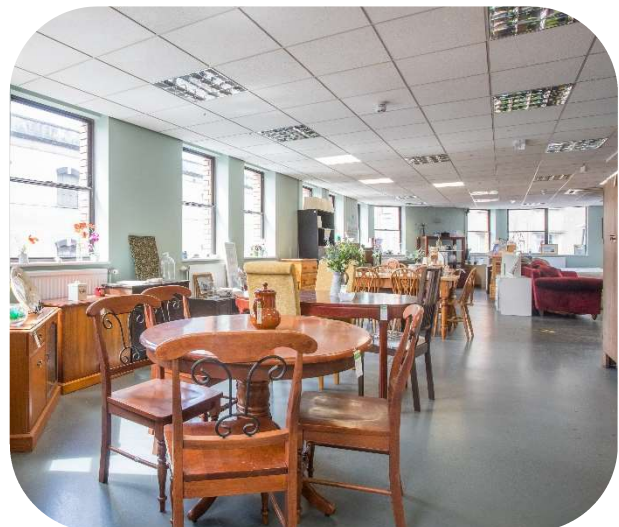
“Emmaus is the best place to come if you need help to get back on track. I'm a really good example of how it helps and I'm happy that I have a chance at life now.”

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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	Head of Resources
Reports to	Chief Executive
Line manages	Office Manager (potential to take on more posts in time – see organisational chart below)
Location	<p>Emmaus Bristol, Backfields House, Upper York Street, Bristol BS2 8QJ</p> <p>This post can be worked on a hybrid basis but requires at least one day per week in the office, on a Tuesday (as this is the day the whole team is in).</p> <p>If the successful candidate chooses to be based in our office, they would have their own office, whereas if primarily home-working they would have the use of a desk in our shared office.</p>
Contract	<p>Permanent</p> <p>22.5 hours per week, which is 0.6 FTE</p>
Salary and benefits	<p>£45,000 per annum FTE. 25 days' annual leave plus bank holidays. Emmaus Bristol provides an auto-enrolment pension scheme with Royal London.</p> <p>Both salary and annual leave pro-rata for part time</p>
Training and personal development	<p>Individually tailored induction, training and development</p> <p>Cycle to work scheme</p> <p>A 24/7 employee assistance scheme is available</p>
Working hours	<p>22.5 hours per week (breaks unpaid) which can be worked flexi-time between 8am and 6pm, Monday to Friday</p> <p>There is an 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. Participation in the on-call rota for this role is optional.</p>

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## Job Purpose

The purpose of the Head of Resources is to lead on HR, Finance and Office Management. This is a new post, bringing together the strands of work that hold the organisation together, and provide the framework that makes it possible for our charitable work to take place.

The post was identified in our five-year plan as being essential to our future growth and there will be a need to assess current practises and implement the improvements to our systems to allow us to grow.

## Job Description

The job is to lead on Emmaus Bristol's Finance, HR and Office Management and as such the actual duties will vary according to the needs of the charity 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.

### Finance

- Oversee the work of our outsourced accountancy and booking-keeping and manage that relationship
- Work with the Chief Executive to set the annual budget
- Oversee the production of quarterly management accounts (produced by our outsourced accountants)
- Produce a quarterly cash flow forecast
- Work with the Chief Executive and other Managers to produce a quarterly reforecast
- Oversee the annual statutory accounts process including appointment of independent examiners and ensuring timely completion of accounts and submission to the Charity Commission
- Take the lead on all Finance related systems and procedures including reviewing current systems and procedures, developing or procuring new ones
- Report on Finance at board meetings
- Lead on Payroll and Pensions (both outsourced)

### HR

- Be our internal lead on HR, helping the team to interpret policies, and referring any queries to our external HR support
- Take the lead on policies (most of which we adopt with some minor adaptations from Emmaus UK) and make sure that cyclical policy reviews are carried out, with any changes approved by trustees
- Take responsibility for internal HR systems including booking and recording annual leave, logging and monitoring sickness or other absence
- Take the lead on GDPR compliance

### Line Management & Supervision

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- Line management of the Office Manager (and therefore to have oversight of their responsibilities including finance tasks, IT, insurance, admin, procurement etc)
- Line management of the Fundraising Manager (to be recruited)
- Recruitment and induction of new staff members as needed
- Supervision of any Companions and volunteers working in Resources (none at present)
- Providing or procuring training to meet the Resources team's needs

## **Support**

- Ensuring proper professional boundaries and adult safeguarding at all times

## **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
- All team members are required to take Safeguarding training, as safeguarding is everyone's responsibility

## **Relationships**

The work of the Head of Resources impacts on everyone in the organisation and it is vital that the post-holder is able to work collaboratively to ensure that we develop and maintain excellent systems and procedures that work for everyone.

The Head of Resources 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**

You will need to be brilliant at charity finance.

You will be the kind of person who on noticing our sickness reporting or financial donations log (for example) are a bit clunky, figures out a way to make them easier, testing and rolling out improved versions, having researched what people need. You will love improving internal systems and procedures, and our team will be

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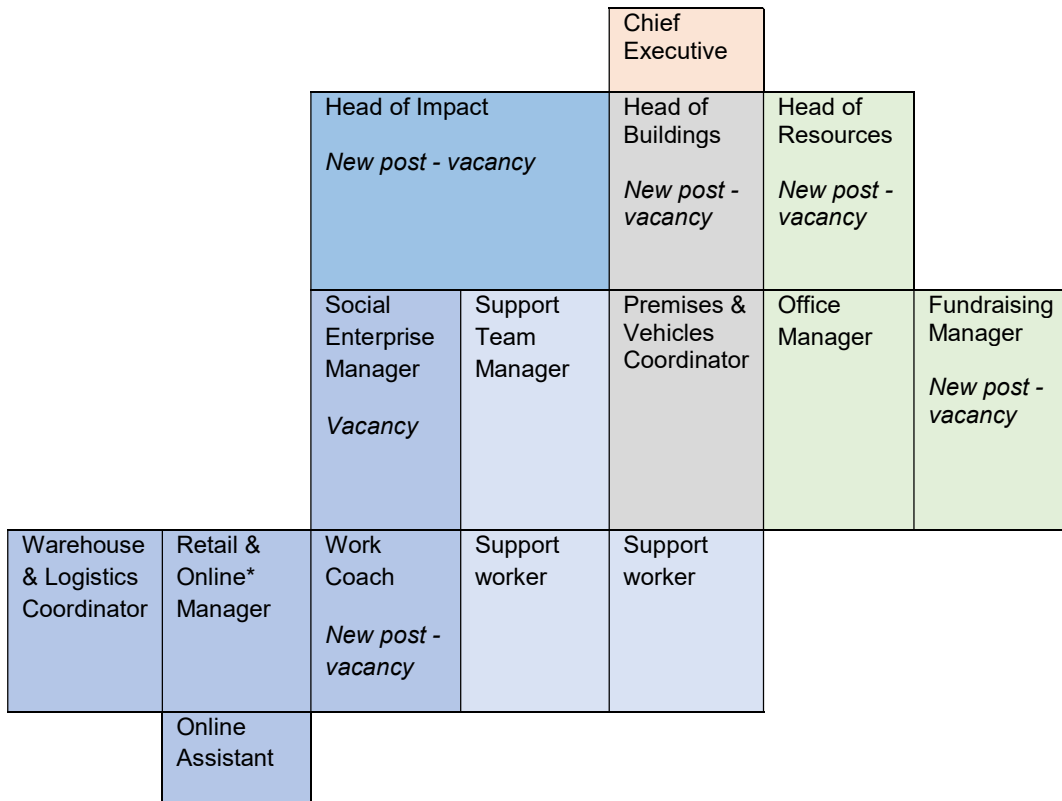
grateful for the reduced admin and improved efficiency in their work. We are looking for someone pro-active, resourceful and capable.

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
<b>Education</b>	<b>Education</b>
<input type="checkbox"/> Educated to degree level in a relevant field	
<b>Qualifications</b>	<b>Qualifications</b>
<input type="checkbox"/> Evidence of continuing professional development through training	<input type="checkbox"/> Accountancy qualification
<b>Experience</b>	<b>Experience</b>
<input type="checkbox"/> At least three years' line management experience <input type="checkbox"/> At least three years' experience as a charity Finance Manager, Operations Manager or COO (or similar role) <input type="checkbox"/> Budget setting and quarterly reforecast <input type="checkbox"/> Financial reporting <input type="checkbox"/> Experience in understanding and interpreting policies <input type="checkbox"/> Project management <input type="checkbox"/> Working with a board of trustees <input type="checkbox"/> Experience of working in the charity sector <input type="checkbox"/> Procurement and oversight of externally provided services e.g. accountancy, IT, HR <input type="checkbox"/> Devising and implementing internal systems and procedures	<input type="checkbox"/> Volunteer management <input type="checkbox"/> Working with vulnerable adults <input type="checkbox"/> Writing policies
<b>Skills</b>	<b>Skills</b>
<input type="checkbox"/> Strong time management and organisation with the ability to self-manage and prioritise <input type="checkbox"/> Finance software e.g. QuickBooks, Xero <input type="checkbox"/> Excellent business acumen <input type="checkbox"/> Excellent supervisory and line management skills <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	
<b>Knowledge &amp; Ethos</b>	<b>Knowledge &amp; Ethos</b>
<input type="checkbox"/> Charity finance best practice and regulation <input type="checkbox"/> HR <input type="checkbox"/> Empathy for Emmaus Bristol's mission and values <input type="checkbox"/> Committed to equality, diversity, inclusion and anti-discriminatory practices <input type="checkbox"/> Leading by example to demonstrate best practice at work <input type="checkbox"/> Enthusiastic and can-do attitude <input type="checkbox"/> Demonstrable understanding of workplace health & safety	<input type="checkbox"/> Knowledge and understanding of issues surrounding homelessness <input type="checkbox"/> Fundraising best practice <input type="checkbox"/> Funds accounting

<input type="checkbox"/> Highly self-motivated and able to work with minimum supervision to achieve goals <input type="checkbox"/> Team player	
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## Organisational Diagram



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

## How to Apply

Applications must be made using the following application form by 9am Tuesday 4th June 2024.

[https://docs.google.com/forms/d/e/1FAIpQLSfnpam5cPBmAwIzkMyRdaKG0Y-cJg4nD1IFMnSv3O5zUCT0JA/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSfnpam5cPBmAwIzkMyRdaKG0Y-cJg4nD1IFMnSv3O5zUCT0JA/viewform?usp=sf_link)

In-person interviews at our office in Bristol are scheduled for Wednesday 12<sup>th</sup> June 2024.

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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/Znv28JfZVYFWSPbZA>

*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.