



Business to Business (B2B) Development Manager

Candidate Pack

May 2021

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Welcome

Dear applicant

Thank you for showing an interest in working for Emmaus North East. We are looking for an experienced B2B Manager to join our team.

The B2B Manager will be responsible for developing our workshop and new income generating activities.

If you have great communications skills, experience of training and supporting people with complex needs 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.

To apply please send your CV, a covering letter stating how you meet the person specification and a completed equality and diversity monitoring form to recruitment@vonne.org.uk by **12 noon on Monday 7th June.**

Interviews will be held on Friday 25th June at our office in South Shields.

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

Best regards

John Harrison

Emmaus North East

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 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 2021-2025 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.

By 2025 we will have:

- 1000 Companion places
- 100 opportunities for non-residential Companions
- Stronger social enterprises
- Structured support and training plans for all Companions
- Companions on all of our boards and committees
- More Companions moving into employment
- Started campaigning for change
- Better recognition for the fantastic work we do.

About Emmaus North East

- At Emmaus North East our four strategic objectives are:
 - Income (excluding grants) greater than costs by 2025.
 - Residential Companion capacity increased to a minimum of 25 by 2025.
 - Improved success rate for companions “moving on” and gaining worthwhile employment by 2024.
 - Emmaus North East recognised as a major charity in the North East by 2024.
- We currently provide accommodation for up to 15 formerly homeless people, ready to make a fresh start.
- As well as a home, we provide work, education and training to help them to gain employment in the future.
- We are people focused, not numbers driven. We are not a hostel for the homeless. We don't just offer a hot meal or a bed for the night. We are the homelessness charity with a difference.
- Our residents work in a social enterprise undertaking house clearance, in our workshop recycling furniture and household goods.

- The goods are sold via retail shops in Hebburn, Low Fell, South Shields and through our online sales platforms including eBay and Etsy.
- We operate a social supermarket; Lucie's Pantry. The supermarket provides a sustainable and affordable source of food and household essentials to members of the local community struggling to make ends meet through debt, illness or low income.
- We have the support of South Tyneside Council and are working in partnership with them and other local agencies.
- Our community provides new jobs while injecting over £200,000 into the local community each year.
- We have secured support from local, regional and national funders, including Virgin Money Foundation, The National Lottery Community Fund, Coalfields Community Trust, The Catherine Cookson Trust, The Barbour Trust, The Sherburn Trust, The Hedley Denton Trust, The Joicey Trust, The Department of Communities and Local Government's Community Ownership and Management of Assets fund and various funds administered by the Community Foundation for Tyne & Wear and Northumberland.
- Our community is making a positive contribution to the local economy and is helping to meet the needs of vulnerable people in the area.
- We believe in the circular economy and have strong environmental credentials with our emphasis on re-use and recycling.

Job Description

Job title:	B2B Manager
Reports to:	Community Manager
Location:	Emmaus North East Office

Overall Purpose of the Job

Reporting to the Community Manager, the B2B manager will be responsible for the financial and operational management of Emmaus North East non B2C and manufacturing social enterprises, ensuring effective and efficient delivery of these operational activities. Providing the strategic lead in identifying and implementing new B2B including manufacturing income generation opportunities and commercially scaling existing enterprises including the woodwork enterprise.

Accountabilities

Finance

- Provide clear, accurate and costed plans to enable the community to become self- sufficient and take a lead role in developing the manufacturing and B2B social enterprise Business Plans.
- Manage costs, overheads and all factors affecting the profitable performance of the community's non-retail enterprise activities.
- Plan, budget, and report on finances associated with the businesses and develop financial models for proposed enterprise developments.
- Prepare financial forecasts and business plans and present financial reports to the Board.
- Develop funding proposals and grant applications for new projects.

Operations

- Lead for manufacturing and B2B enterprises develop business plans for consideration by the Community Manager and Emmaus North East trustee board.
- Develop the B2B social enterprises to become commercially viable including the scaling of manufacturing.

- Plan and manage the non C2C business of the Community and ensure its successful development.
- Create and implement a marketing plan for the Community's B2B business portfolio.
- Analyse and evaluate impact of "green/environmental/recycling" issues on our business model and seek opportunities in this area to maximise income and minimise expenditure.
- Ensure appropriate business practices are implemented and maintained.
- Liaise with appropriate bodies to discuss and develop policy and operations.
- Devise, develop and implement the Community's external relations including raising its profile, building relationships, networking and, where necessary, fundraising through effective PR.

Facilities Management

- Maintain the condition of all equipment, fixtures and fabric.
- Manage contractors.
- Maintain security and emergency systems and communicate to all.
- Operate the premises to budget.
- Monitor the cost-effective use of services.
- Implement the maintenance and improvement programme for the building and equipment.
- Supervise health and safety, according to the health and safety procedures.
- Carry out health and safety risk assessments and inspections.
- Train staff and companions on health and safety.

General

- Work with others to maximise the success of companion work and on-the job training to enable companions to play a proactive role in the community.
- To ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, 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, including holiday/sickness cover and on-call duties, participation in team meetings, attend 1:1's and appraisals.
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.

Person Specification

Essential	Desirable
Education	
Qualification in relevant subject in social enterprise, Manufacturing, Business or Finance	Other related professional education and/or training
Skills	
Commercial manufacturing experience	Logistics management
Business development and track record of scaling enterprises	Stock control and management
Business start-up and entrepreneurship	Facilitation
Analytical and problem-solving skills	Mediation
Project management skills	Networking
Budget management and accounting skills	Social entrepreneurship
Sales and marketing	
Line management skills	
Effective time management and organisational skills	
Effective written and verbal communication skills, including public speaking.	
Effective IT skills including Microsoft Office, databases, internet, and email.	
Experience	
Proven experience in people management and leadership.	Voluntary/Charity sector experience, working with a Board of Trustees.
Proven commercial management.	

<p>Proven project management experience</p> <p>Proven strategic management experience.</p> <p>Financial and budget management</p> <p>Facilities Management</p> <p>Implementing systems and processes</p> <p>Training and development.</p>	<p>Experience of initiating and running high profile events.</p> <p>Fundraising</p> <p>Working with vulnerable people</p> <p>Volunteer Management</p> <p>PR</p> <p>Leading an organisation, or part of an organisation, through change or through a period of growth.</p>
Knowledge	
<p>Issues surrounding confidentiality and data protection.</p> <p>Professional boundaries.</p> <p>Demonstration of a belief in and the ability to adopt and work within the Emmaus ethos and principals.</p> <p>HR at line-management level.</p>	<p>Knowledge and understanding of issues surrounding homelessness.</p> <p>Understanding of housing benefit.</p> <p>Retail and trading law.</p> <p>Health and Safety: Fire safety, COSHH, manual handling, risk assessment, first aid, food hygiene.</p> <p>EPOS systems and implementation.</p>
Other	
<p>Accepting and promoting the values and ethos of Emmaus</p> <p>Effective team worker</p> <p>Ability to work on own initiative.</p> <p>Empathetic and diplomatic, working and relating to a diverse range of people.</p> <p>Highly self-motivated</p>	<p>Understanding of Emmaus</p>

<p>Flexible attitude to work; able to attend weekend and evening meetings.</p> <p>Effective listener.</p> <p>Ability to stay calm under pressure.</p> <p>Awareness and understanding of Equal Opportunities.</p> <p>Ability to work unsocial hours and undertake local and UK wide travel as and when required.</p> <p>Able to recognise, respond to and adapt to changing environments and systems.</p> <p>A finisher - proactive and goal oriented.</p> <p>Resilient.</p>	
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Main Terms and Conditions

- Salary of £32,000 per annum.
- Contract: Permanent.
- Working Hours – full time hours are 37.5 hours per week, Monday to Friday.
- Annual Leave – 25 days per annum, plus bank holidays.
- Pension – Stakeholder pension with a 5% employer contribution.
- Training and Development – Individually tailored induction, training and development.
- Employee Assistance – a 24/7 employee assistance scheme is available.
- Flexible Working – Options available, subject to the requirements of individual roles.

How to Apply

To apply please send your CV, a covering letter detailing how you meet the person specification and a completed equality and diversity monitoring form to recruitment@vonne.org.uk by **12 noon on Monday 7th June**.

Interviews will be held on Friday 25th June at our offices in South Shields.

Safeguarding and Right of Work in the UK

The role will involve working with companions and in the community, therefore we will carry out a Disclosure and Barring Service (DBS) check. 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.

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.

Before your application is passed to the panel for shortlisting, your 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.

