



# Emmaus Hampshire

## Support Manager

**Candidate pack**  
**December 2025**



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CHARITY RECRUITMENT



# About us



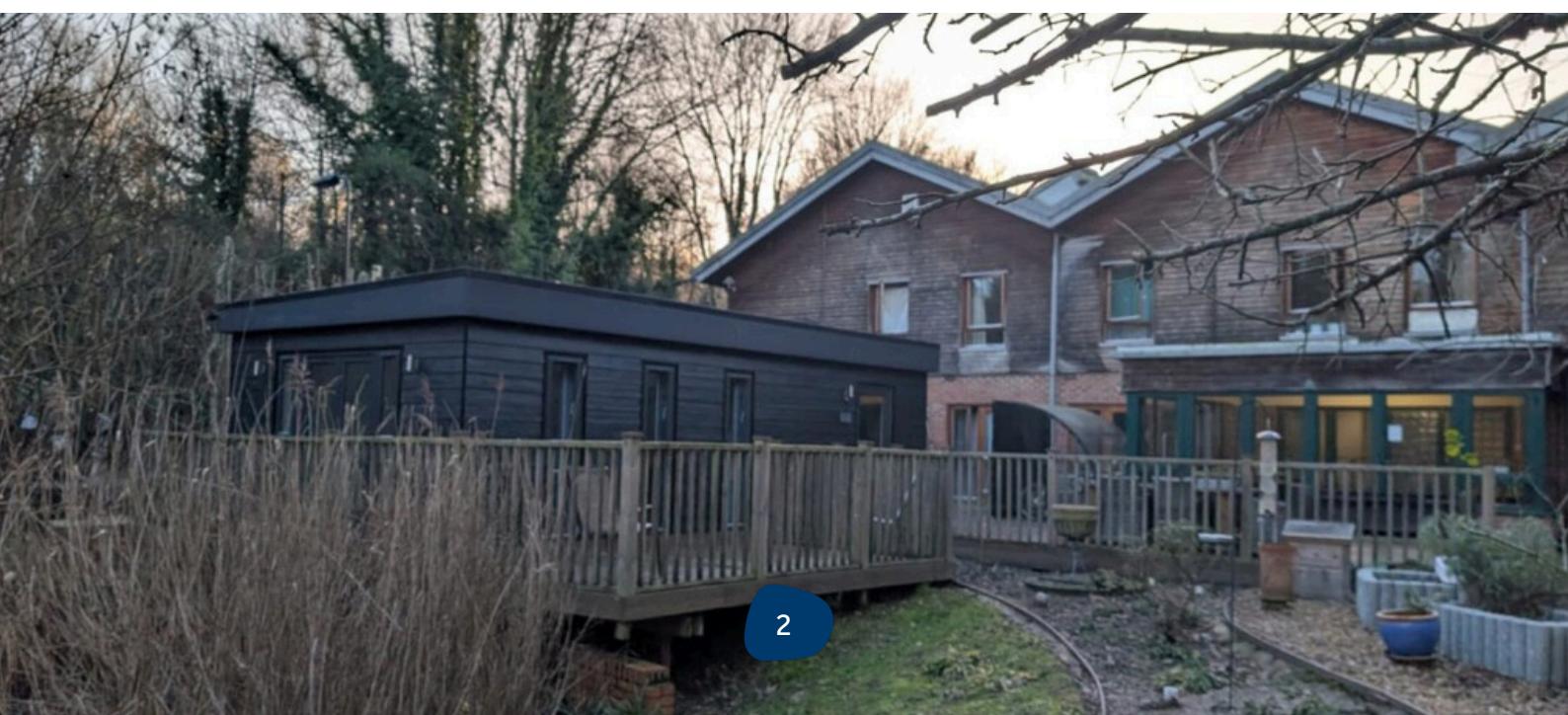
## About us

**Emmaus Hampshire is a unique, vibrant and thriving charity focused on helping people who have experienced homelessness.**

From our residential community in Winchester, Emmaus Hampshire provides a home and tailored support for up to 40 people, known as Emmaus companions. To sustain the support offered at our community, we generate the majority of our charity's income through our social enterprise and three charity stores across Hampshire.

Everybody we support contributes within our charity and social enterprise to the best of their ability, alongside local volunteers. This includes helping within our charity stores, collecting and delivering household items, repairing and refurbishing furniture, or cooking within our community home and café. Through this daily activity, our community members can build their skills, confidence and experience to help towards their future goals.

As well as being Hampshire's unique solution to homelessness, Emmaus delivers significant environmental, sustainable and social impact. Through our social enterprise, we save household items from the waste chain and in so doing, prevent more than 350,000 tonnes of carbon being released into the atmosphere each year. The people we support are also encouraged to carry out acts of solidarity, supporting people and groups affected by poverty and social injustice.



# Job description



## Support Manager

<b>Salary</b>	£32,000 - £35,000 OTE per annum depending on experience
<b>Contract</b>	Permanent
<b>Hours</b>	Full time - working week is Tuesday to Saturday
<b>Location</b>	Emmaus Hampshire, Bar End Road, Winchester SO23 9BN
<b>Reports to</b>	Community Director
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Bonus scheme</li><li>• Pension</li></ul>
<b>Overall purpose of the role</b>	To support the day to day running of Emmaus Hampshire including the welfare and development needs of our companions and wider volunteer community, whilst supporting the social enterprise business activity.
<b>Relationships</b>	<ul style="list-style-type: none"><li>• Works directly with all members of staff.</li><li>• Interacts with all companions, volunteers, customers, local authorities, agencies and the Board of Trustees.</li><li>• Reports directly to the Community Director</li></ul>

# Job description



## **The right person will have...**

A "can do attitude" that can utilise their wide range of experiences, whilst juggling an ever- ending set of priorities in this dynamic organisation with competing priorities to support our Companions (ex-homeless residents). Ideally, we are seeking someone who has experience in line management, coaching, training and counselling. All the better if at some point in your career you have been exposed to managing people in the social care, mental health or retail service sectors.

We are very open minded to individuals who may be wanting to change careers or return to work. Providing you can match our skills, competencies and have some experience in one of the areas described at some point in the past.

Emmaus Hampshire is a vibrant and thriving social enterprise community and registered Charity. Emmaus provide accommodation and meaningful employment for ex- homeless people, who work in our recycled furniture retail stores, our warehouse, workshop recycling centre and community kitchen. The income our Companions raise through these activities funds the community.

Our goal is to support as many of our Companions as possible to return to work and live independently, which makes this job so rewarding. We are an ambitious charity with a vision for further expansion within Hampshire.

We are looking for an individual who has a passion for seeking a role in the charity sector and would like to give something back, whilst earning an income. We are seeking someone who is comfortable working across all levels of the organisation with a confident and professional outlook.

The Support Manager role is for someone who is capable of multi-tasking and able to support our Companions (ex-homeless residents) welfare and development, using your coaching and counselling skills. In addition, you will be supporting the overall day to day delivery of the retail social enterprise and our community accommodation services.

# Job description



## Main duties and responsibilities

- Responsible for the welfare of Companions (ex-homeless residents) and the accommodation services.
- Responsible for setting and monitoring the daily tasks of selected Companions across the Community
- Responsible for the day-to-day administration and finance support that our Companions require.
- Responsible for Companion support work, including personal development reviews, training needs and supporting Companions to return to work, so they can live independently once again
- Ensure Companions and Volunteers are engaged in all aspects of the community and are engaged in its development, continuously communicating our mission and plans.
- Undertake drug, alcohol, security and room checks as planned on a weekly basis and report back findings to the management team.
- Responsible for Companion Room inventory and administration.
- Responsible for supervising the retail, catering, workshop and logistics teams, through coaching of the designated companions, ensuring that all merchandise, stock and health and safety policies are complied with.
- Ensuring each Companion has a Support Plan and manage their details through our CRM system.

## Further details requirements of the role

### Staff and volunteers

- Maintain companion and volunteer records, co-ordinate annual leave and sickness records

### Finance

- Invoicing & Purchase Orders
- Expenses
- Companions Allowances

### Support

- Advise potential companions and referrers of application process
- Undertake administrative tasks related to companions (passport applications, housing benefit applications, travel arrangements, making appointments)

### Public relations & solidarity

- Undertake annual Emmaus UK and European functions as requested

# Person specification



## Required criteria

### Education

- **Essential**
  - A or / GCSE level standard
- **Desirable**
  - Degree or HND

### Skills

- **Essential**
  - Performance management focussed
  - Planning, delegation, operational and controls
  - Effective communicator
  - Empathy
  - Counselling
  - Coaching
  - IT competent
  - Effective written and verbal skills
- **Desirable**
  - Project management
  - Social care management
  - Managing Mental Health
  - Logistics

### Experience

- **Essential**
  - Supervising in a services arena
  - Experience of dealing with a diverse range of people
  - Management of professional boundaries
- **Desirable**
  - Working in a social enterprise or not for profit organisation
  - Volunteering
  - Mental health care
  - Safeguarding

# Person specification

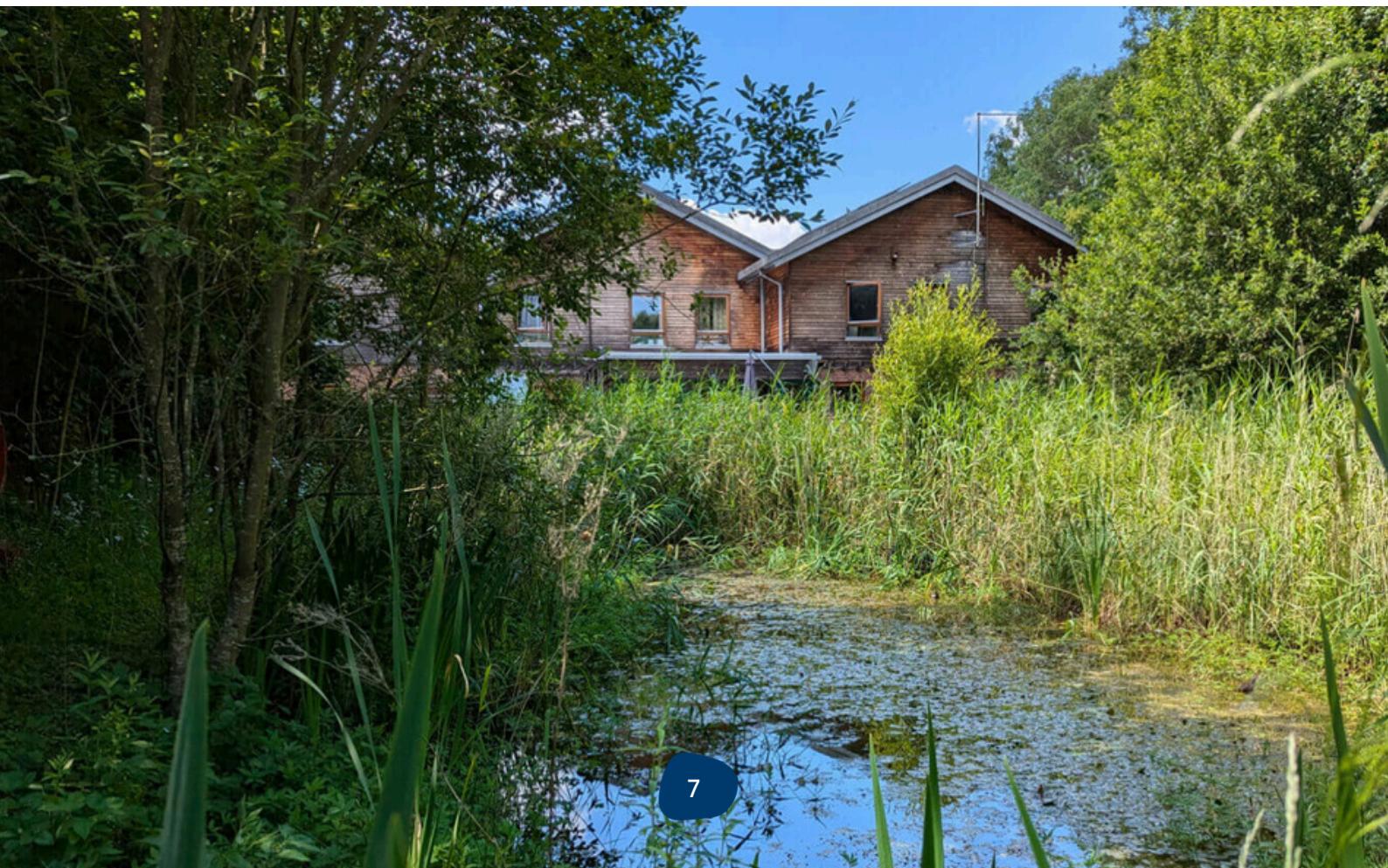


## Knowledge and/or understanding

- **Essential**
  - Life in a small organisation
  - Understanding of homelessness and social exclusion
  - Understanding of the Emmaus movement and how it works

## Other

- A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential
- Empowering approach
- Awareness and acceptance of own limitations
- Confidence to take on and resolve difficult issues
- Commitment to environmental sustainability and social development
- Awareness and understanding of Equal Opportunities
- Able to work unsocial hours



# How to apply

Your application should be submitted through the [Charisma website](#), and include:

- A comprehensive CV
- A supporting statement, explaining how you believe you match the requirements of the role.

For an informal and confidential discussion about the role, please contact: Louise Portnall, Consultant at Charisma Charity Recruitment, [info@charismarecruitment.co.uk](mailto:info@charismarecruitment.co.uk) or 01962 813300.

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status, or other category protected by law.

**Closing date: 15 January 2026**

**Applications will be reviewed on a rolling basis, so please apply without delay to avoid disappointment.**

**Interviews with Emmaus Hampshire: TBC**



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