



Retail & Ebay Sales Lead Information Pack



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Thank you for your interest in the role of Retail and Ebay Sales Lead at Emmaus Bristol.

This pack provides you with useful information about our organisation, the role and the application process. Please take the time to read this pack and our website to find out more about our charity, community and social enterprise.

emmausbristol.org.uk



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Dear applicant,

Thank you for your interest in working for Emmaus Bristol.
We are looking for a Retail and Ebay Sales Lead to join our team.

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

The new Retail and Ebay Sales Lead will work actively across our shops and eBay store, playing a key role in increasing sales. We are looking for someone who loves to get stuck in and who thrives interacting with customers while keeping a close eye on stock and supporting systems. As it's a wide and varied role, we encourage you to apply if you meet most but not every point on the job description; while you will need the fundamental skills to do the role, your energy, transferable skills and personal attributes are really important to us too.

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.

The application deadline is midnight on Sunday 1st March, and details of how to apply are on page 11.

There is a two-stage interview process:

- Stage 1: Interview on 11th March - we will interview a maximum of five people at this stage.
- Stage 2: Meeting with companions date TBD. We will shortlist a maximum of three people at this stage.

To arrange an informal conversation about the role, please contact me at xanne@emmausbristol.org.uk.

We look forward to receiving your application.

Best wishes,

Xanne Carey, Interim Reuse Manager
Emmaus Bristol



Emmaus overview

Emmaus Bristol helps people out of homelessness and poverty. We provide a home, support, training and work experience to formerly homeless men and women in Bristol (known in Emmaus as companions), as well as families and couples. We plan to expand our accommodation further in response to the growing homelessness crisis.

Since 2002, Emmaus Bristol has been providing accommodation and support. We have a 21 en-suite community home in Bristol with shared kitchen, dining and living facilities, and five terraced houses which are home to either families or companions/ former companions in house shares.

We have two shops selling second hand goods which are operated by companions and overseen by the Interim Reuse Managers. 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 workspace for other local charities and social enterprises.

There are currently more than 30 Emmaus communities and groups across UK, supporting more than 850 companions.

How Emmaus works

Emmaus supports people who have experienced homelessness and social exclusion. We offer:



A place to belong and call home

In our Emmaus community, everyone has their own furnished bedroom. All bills are covered, basic toiletries are provided and fresh meals are prepared in the communal kitchen. Living and dining areas are shared spaces where people can relax and socialise together.



Meaningful work in a social enterprise

The people we support spend time working in our social enterprises and community. For many, taking part in meaningful work gives them a focus and routine each day. The opportunity to become an active part of society, and make a contribution to it, plays an important role in restoring their self-esteem.



A sense of belonging and community

We offer the companionship, support and sense of belonging that many people who have experienced homelessness may have lost. It's a safe and caring place where people can settle and rebuild their lives. Our community enables people to share their experiences and benefit from peer to peer support.



Kevin helping in the eBay office



“Everything has worked out nicely for me, all thanks to Emmaus Bristol. I'll never forget Emmaus. I wouldn't be where I am without it, and I don't think I'd still be alive. Now, I just want to look forward to the future, get myself a job, and live a simple and peaceful life.”



Kevin, a former companion at Emmaus Bristol

Our mission

To work together to overcome homelessness and social exclusion while using our voice to achieve social change.

Our values

Respect

Value and respect every person, opposing injustice

Sharing

Be transparent and honest in all our dealings

Openness

Demonstrate solidarity and support for those in need

Solidarity

Create an environment of empowerment

Welcoming

Share and exchange resources, skills and learning



Role overview

The **Retail and Ebay Sales Lead** will work actively across our retail and online shops, playing a key role in increasing sales.

In our shops, you will lead on all things retail including pricing, merchandising, donated stock control and brilliant customer service. Online, your ability to identify eBay-able goods, develop robust tracking systems and pack and send items to tight deadlines will help to increase sales. You'll also bring your excellent coaching and motivation skills to support our companions (residents with lived experience of homelessness) who operate our retail and online shops.

Unlike many other charity shops, Emmaus Bristol's trading is primary purpose. This means that the work-based roles provided for companions are a vitally important

source of support in their recovery from homelessness.

This role has responsibility for working alongside our Work Coach to develop work experience opportunities for companions within our shop and online business, coaching the team and role modelling excellence in retail and customer service.

Alongside customer-facing duties, you'll help to optimise processes and systems behind the scenes to maximise efficiency and minimise costs. You will be asked to provide figures on sales income and expenditure and contribute to quarterly management information reports.

Finally, you'll work alongside and support any volunteers in our retail and online enterprises.

Retail and Ebay Sales Lead

Role description

Location:	Primary location is Emmaus Bristol, Backfields House, Bristol BS2 8QJ, with some work in our other Bristol store(s).
Job title:	Retail and Ebay Lead
Accountable to:	Interim Reuse Manager
Line manages:	N/A
Salary:	£27,000
Contract type:	Permanent
Hours:	A standard working day is 7.5 hours, to be worked between 8am - 6pm, Monday to Friday, with periodic Saturday working (time off in lieu during the week will be given). There is an on-call rota which necessitates having a work phone on outside of working hours for a week at a time, usually one in every 6-8 weeks. This is remunerated.
Benefits:	<ul style="list-style-type: none"> · 25 days' annual leave plus bank holidays (FTE) · Auto-enrolment pension scheme with Royal London · Cycle to work scheme · Individually tailored induction, training and development · 24/7 employee assistance scheme

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Retail and Ebay Sales Lead

Job description

This is a hands-on role where your retail skills and experience of selling via eBay or similar will be vital in helping us to grow our trading income. Below is a list of what you will be doing.

Shop Sales

- Work across our (currently two) charity shops and ebay store, according to the rota and needs of the enterprises
- Day to day supervision of the charity shops, overseeing cash handling, health and safety, stock rotation and merchandising
- Participate in rota planning
- Work closely with the Warehouse and Vans Lead to maintain a productive stock flow
- Ensure all retail channels are fully staffed with companions and volunteers
- Support and guide use of our sales software
- Empower companions and volunteers to follow donation standards
- Help sort, price and merchandise stock, ensuring welcoming, well-presented retail spaces
- Provide excellent customer service and resolve any issues
- Contribute to meeting charity income and expenditure targets

Online sales

- Curate, research, price, and photograph donated goods for strong listings
- To boost income, reduce queries, and deliver an excellent buyer experience:
 - Write clear descriptions for maximum impact
 - Pack and dispatch items promptly
 - Respond quickly to customers
 - Improve stock and packing systems

Reporting/coaching

- Guide and train companions, volunteers, and staff
- Collaborate with Support Team to address any issues with companions
- Share sales and cost insights for reports
- Work to budgets and manage controllable costs
- Review sales performance data to improve listings and overall retail and online operations

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Retail and Ebay Sales Lead

Job description

General tasks

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

In addition to the specific duties and responsibilities outlined in this job profile, all Emmaus Bristol employees should be aware of their specific responsibilities towards the following:

- 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
- Promote and sustain a responsible attitude towards equality and diversity within the charity
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
- Attend weekly team meeting and other Emmaus meetings as required

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.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

Relationships

You will need to be as confident speaking to customers in our shop as you are working alongside a companion or community payback participant in our online sales room. The Social Enterprise and Support teams work closely together to support our companions and other service users, so it is vital that you can work collaboratively and sensitively to enable this.

We expect the post holder to foster and maintain productive, healthy and professional relationships with:

- 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

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Retail and Ebay Sales Lead

Person specification

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

Qualifications

- Maths and English Language GCSE Level 5 or equivalent

Experience

- At least two years working in a retail environment, preferably in a coordinator or supervisor type role
- Working to tight deadlines and targets
- Responding to customer feedback
- Coaching/training others

Skills

- IT packages including Microsoft Office, G-Suite and retail EPOS
- Accurate spelling and grammar
- High level of numeracy including ability to understand and present income and cost
- Attention to detail
- Ability to plan and prioritise workload
- Conflict resolution, especially working across multiple stakeholders with different priorities
- Highly adaptable with resourceful problem solving skills

Knowledge and ethos

- Understanding of the legal requirements of retail/online sales and health & safety
- Empathy for our mission and values
- Committed to equality of opportunity, diversity and inclusion, and anti-discriminatory practices
- Enthusiastic and can-do attitude
- Highly self-motivated and able to work with minimum supervision to achieve targets
- Committed to generating income

DESIRABLE

Qualifications

- Relevant retail or business qualification
- Full clean UK driving licence

Experience

- Working for a charity, either on a paid or voluntary basis
- Track record of selling online, preferably via eBay, for at least two years
- Visual merchandising
- Motivating volunteers
- Collaborative working to achieve goals across teams/locations

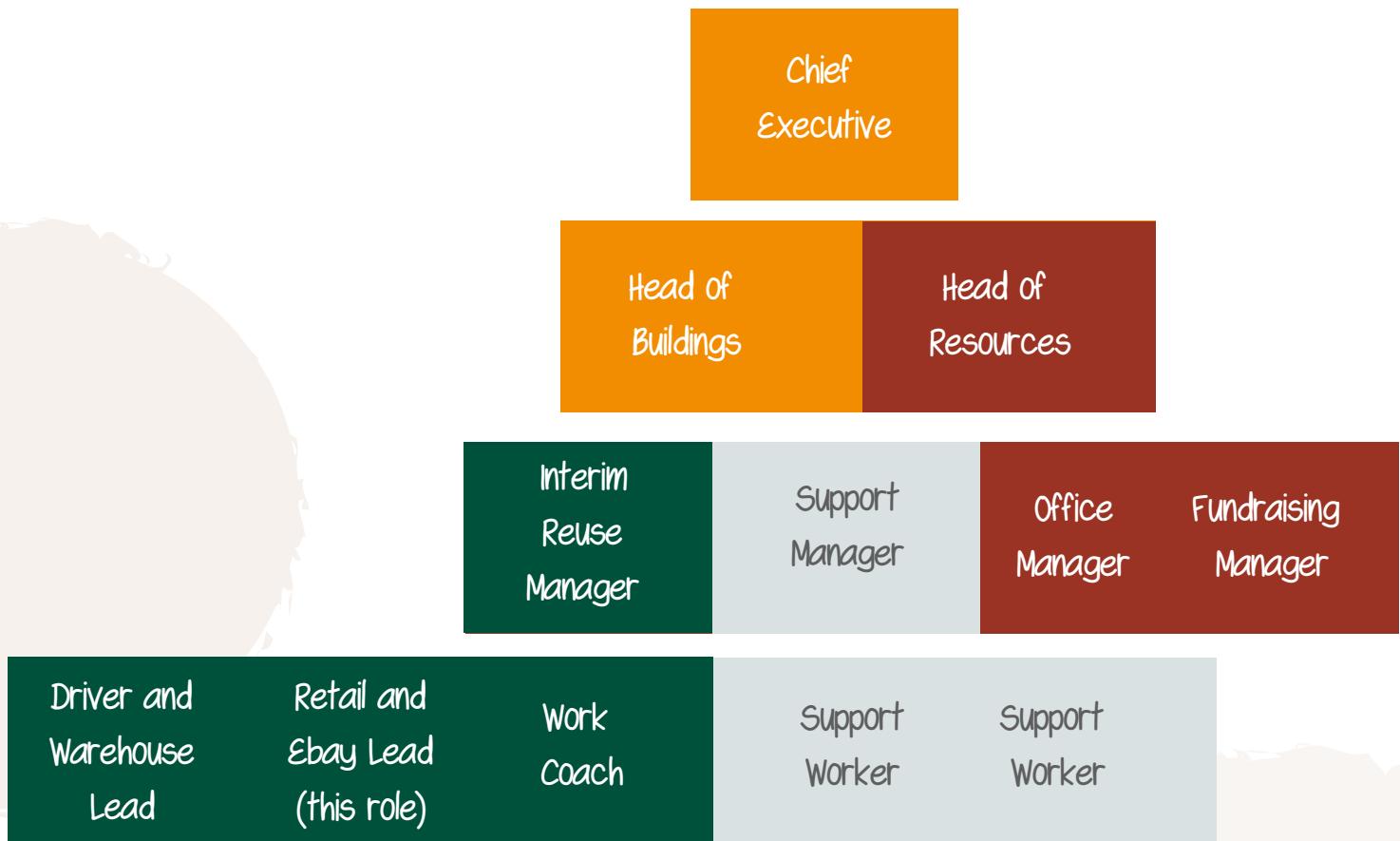
Skills

- Supervising/coaching others
- Social media or online marketing
- Stock management
- Photography

Knowledge and ethos

- Specialist product knowledge in an area of antiques or collectibles
- Professional boundaries related to working with adults at risk
- Safeguarding
- Knowledge and understanding of issues surrounding homelessness
- Manual handling, fire safety, COSHH, risk assessments
- Trauma informed practice

Organisational Diagram





Retail and Ebay Sales Lead

Application process

We recommend you read our most recent annual reports which you can find on the [Charity Commission website](#), and the relevant pages of [our own website](#), so that you understand our charity and the work we do.

Applications must be made using the following application form by midnight on Sunday 1st March 2026: <https://forms.gle/NbyLTQu4D7xANHbm8>

First interviews are scheduled for Wednesday 11th March. Shortlisted candidates will be asked to come and meet with companions a few days after this. Interviews will be in person at our office in Stokes Croft.

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/1m6Y9R2GnzLyJMzx9>

If you can't click on the form links above, copy and paste into your browser.

Questions about the application process should be sent to: recruitment@emmausbristol.org.uk

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.

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.