



Job Title Director Service Development
Contract Permanent
Location Home or office based (offices located in Birmingham, Glasgow, London, Bristol, Cardiff)
Flexibility required to visit UK offices and teams as needed

For an informal and confidential discussion about the role, please contact our recruitment partner:
Carroll Lloyd, Director, NFP Consulting

T: 07765 001 033

E: carroll.lloyd@nfpconsulting.co.uk

Application is by way of a CV and a Supporting Statement of no more than 2 sides of A4 which highlights your motivations for applying and how your experience and knowledge fit the criteria of the Person Specification.

How to apply

Apply online at <https://nfpconsulting.co.uk/executive/job/21077>

Closing date: 10.00am, Thursday 11th November 2021

Selection and timescales:

There is a two-stage selection process.

First Interviews: Week commencing 15th November

Second interviews: Week commencing 22nd November

The format of the interviews will be determined by the COVID-19 guidelines and restrictions that apply at the time.

Accessibility:

Please let us know if you have any special requirements which we might need to consider in relation to the selection process, e.g., attending interview. Any requests will not be taken into account in the selection process.

Welcome from Tracy Griffin, CEO



Thank you for your interest in joining us at an exciting time of growth and development across The Big Issue Group.

Over the last 18 months, the demand for our support has been unprecedented. We expect this to continue. At the time of writing, one household was evicted from their home every 3.5 hours in the first quarter of this year, more than half a million people are in rent arrears and 4 million households are behind in core household bills.

We are both campaigning and acting to make this different. To offer a hand up to those who need it by providing a means to earn and a wrap-around support system to help people get back on their feet when they need it most.

I hope that when reading this role description, you feel as passionate as I do that things can be different when people come together united in a common cause.

I look forward to meeting you.

About The Big Issue

[The Big Issue](#) mission is to dismantle poverty by creating opportunity through self-help, social trading, and business solutions – a “hand up, not a hand out”. We provide an “access to all” means for people to earn a legitimate source of income, to raise their self-esteem and to take control of their lives. One of the ways we do this is through supporting vendors to sell The Big Issue magazine.

Our vendors are traders, retailers on the High Street. Since The Big Issue was launched in 1991 and its Foundation in 1995, we’ve supported hundreds of thousands of people to work their way out of poverty. Over the past two decades the magazine has become synonymous with challenging, independent journalism. It currently circulates around 83,000 copies every week.

Vendors are allocated a pitch and issued with five free copies of the magazine to get them started. From that point, vendors invest in additional magazines at £1.50 and sell them on at £3.00 retaining the profit. Last year alone, we put more than £5.5 million in the pockets of our vendors, releasing them from a dependence on hand-outs, building confidence, gaining respect, and providing a connection and in some cases a lifeline to their communities.

The Big Issue Foundation

The Big Issue Foundation supports vendors (and increasingly others) with “wrap around support” - health, housing, debt, addiction, mental health, financial inclusion, and employability. We do this by connecting vendors with the vital support services, personal solutions, Big Issue programmes and employment pathways that enable them to rebuild their lives and determine their own routes to a better and more sustainable future. And this is where you come in..... welcome to our community!

The importance of your role

The Director of Service Development is a transformational role at a pivotal time in the Foundation's development as we expand across UK communities and look to support more vulnerable people in diverse ways and this, at a time of real need given the post Covid environment.

As a key member of the Senior Leadership Team, you'll account for and represent the Foundation's work and impact in the media and in the community. You'll lead and manage the delivery of the strategy and business plan for our outreach services and support programmes. Specifically, your leadership will be critical in sustaining an accessible, open, motivating, and collaborative culture. You'll have an outward looking, agile mindset which thrives on empowering people and building partnerships, both internally and externally to the Big Issue.

You'll be accountable for leading and managing your senior leadership team, which consists of a Head of Quality, Performance and People, Head of Pathways and Partnerships, and Head of Programmes and Partnerships, and will thrive on the autonomy to shape the future with support from your CEO and the Board of Trustees.

No two days will be the same in this role. But every day, you'll be working with a passionate, hard-working group of individuals, committed to supporting our Vendor community and others, by working to dismantle poverty and extending opportunity for all.



Job Description – Director of Service Development

- Responsible for leading the vision and purpose of the Service Development Directorate and for creating and managing the delivery of a three-year rolling business plan. You'll enjoy the role of being an executive member of the Frontline sub-committee, a Board sub-committee that is accountable to the main Board for the service strategy and for the delivery of the business plan.
- Set up and embed a new Service Development Directorate, expanding from an existing team of Programme development and taking on accountability for the oversight of vendor Outreach workers. You'll thrive on leading a hugely positive transformation and expansion of our work and have experience of successfully leading teams through change.
- Retain an outward looking, agile, and pioneering approach to transforming the lives of our vendors and other vulnerable people, by leading the development and sustainability of strong wellbeing and employability Pathways and Programmes for vendors and other vulnerable people. In doing so, you'll use vendor and others' lived experience and data insight and will collaborate internally and with community stakeholders, social services, charities, agencies, and business.
- Accountable for overseeing the outputs, impact, and wellbeing of our UK-wide Vendor Outreach Workers, working closely with the Area Managers. You'll embed a strong sense of team and a culture of high performance, personal development, collaboration, best practice sharing – and happiness.
- Participate in relevant professional meetings, holding a keen awareness of trends and innovations in services provisions, building national strategic local authority, social services and charity alliances that enable us to provide effective referral networks for our vendors. In doing so to be on the lookout for local community funds to expand your work, and to pass onto the fundraising team.
- Build and enhance the profile and reputation of the Big Issue (Foundation) in the media, social sector, and business community as a force for social change, and an organisation where volunteers choose to give their time and expertise.
- Responsible for the safeguarding compliance, effectiveness, quality and impact of all services and activities of the Service Development Directorate and its people
- To provide high quality data led financial and written reports for a variety of stakeholders from Leadership group, Frontline Sub Committee, Board to CEO.

What sort of person will you be to enjoy this role?

You'll enjoy people because we're a people business. You'll firmly believe that an organisation is only as good as its people and will be accessible, trustworthy, and focussed on the importance of culture.

You'll be positive and proactive, with a high degree of resilience and flexibility, as you'll lead the department through a period of exciting change and development. You'll draw on your considerable previous high-level experience of leading successful change programmes. This will give you the

strength and understanding of how to shape direction and strategy, and take people with you to build an accountable, focussed, strong, vibrant, and empowered team.

You'll enjoy autonomy and like working on your initiative but will also enjoy working as part of a team. You'll be well supported by the CEO and broader leadership team. You'll be solution focussed and tenacious, and at the same time open, agile, and happy to adjust your thinking and direction as new opportunities or ideas present.

You'll be well experienced in and networked across social services, local authorities and charities and you'll draw on these networks to enable the Foundation to work at a national and local level with alliances in referring our vendors for support. You'll thrive on being externally focused and building the Foundation's reputation on external platforms.

You'll value the rigour of data to evaluate outcomes and impact and have a keen eye on using data to drive performance and effectiveness. You'll be used to reporting and will work to a high level of verbal and written communication, attuned to a variety of stakeholders.

A hand up, not a hand-out...



Eamonn Kelly, Whistles, Cambridge: *"This is a new start. Nobody's given me a chance like this before."*



John Williams, Waterstones, Swansea

"I called The Big Issue when I was in lockdown because I wanted to hear a friendly voice"

Bill Webb, Big Issue Vendor, Bournemouth

"I have a new career as a brewery tour guide at Southbourne Ales! I'm so very grateful for the big hand up that's been extended by my customers. Thank you so much for helping me get here; thank you so much for not letting me give up."



Simone Gill, Tesco Metro, Plymouth

"Selling The Big Issue helped me save for a deposit for a new place".

Person Specification

Required Experience, Competencies & Skills, which will be used on shortlisting candidates for interview

Experience:

- Proven experience in leading and developing service delivery strategies and business plans at a senior level in a charity, social enterprise, social services, or health care organisation.
- Recognised qualification and/or the ability to draw down on a depth of practical experience of social services/programme/pathway design, service development and service improvement and of overseeing the effective delivery and impact measurement of the same.
- Proven experience of leading change programmes at a high level from start to finish and of leading people through that process to deliver successful outcomes and a motivated team.
- Extensive experience of working in the charity or social sector. As a result, you've a deep understanding of the sector and of what it means to support vulnerable client groups. You're able to effectively navigate and network at a senior level in charities, community organisations, social services, and local authorities, proactively identifying, forging, and retaining strong networks on behalf of our customers.
- A successful track record of people leadership and at senior level. Ability to lead workforce development strategies to grow, motivate and retain people whilst delivering high performance outcomes and excellent service.
- Experience of managing resource and budgets and reporting regularly against these to various stakeholders.
- Experience of relevant policies and procedures required to run a service development directorate with this type of customer profile and importance of managing risk and ensuring an auditable compliance framework.

Skills:

- High level communication, negotiation and influencing skills in building diverse internal and external alliances and representing the Charity externally and in the media.
- Ability to think strategically short – longer term to create a clear, high-level vision and distil into an actionable rolling business plan. Leadership capability to bring that vision and business plan to life to inspire your teams and build confidence in its delivery.
- Able to lead people through a significant change process, requiring a high level of emotional intelligence, tenacity, relentless focus, and strong communication. Aptitude to listen to those around you, have the good judgement to know when to adapt and change course, and the confidence and decisiveness to know when to continue.

- Able to build motivated and high performing teams that work openly and collaboratively with each other and with those around them and with a sense of ambition, purpose, focus and resilience.
- Financially and IT/data literate, with a good aptitude for analysing data sets and outcome measures. Able to direct the setting of relevant frameworks and tools with which to oversee the performance and impact of all activities within the directorate.
- Ability to work independently and with a level head and sense of focus under pressure. Confidence to act appropriately when dealing with difficult situations.
- Proactive with drive to seek out opportunities and alliances that will help make a difference to The Big Issue Foundation and its customers.
- High standard of verbal and written communication to a variety of internal and external stakeholders and to all levels.

General Duties of everyone who is part of The Big Issue:

- Committed to the social objectives of The Big Issue.
- An ambassador for The Big Issue externally, and of maintaining the professional reputation of your team internally.
- Maintaining awareness of all other aspects of The Big Issue's work and assessing their implications for your team/role.
- Adhering to and implementing The Big Issue's Equal Opportunities and other policies.



Salary and Benefits include:

Flexible working policy

Comprehensive flexible working policy available to all employees.

Annual Leave

Incremental leave entitlement for a full-time employee for a complete holiday year starts at 25 days and extends to 30 days per year. (Not inclusive of bank and public holidays).

Company Sick Pay Scheme

Company Sick Pay is calculated pro rata from up to 5 days to up to 30 days pending length of service on a rolling year basis.

Enhanced Contribution to your Pension

The People's Pension, The Big Issue will pay an enhanced contribution above the statutory employer's contribution into your pension pot. More information on the scheme can be found at: www.thepeoplespension.co.uk/employees.

Life Cover Scheme

The Big Issue includes all permanent staff in a Life Cover Scheme which will provide a lump sum for death in service equal to your annual salary to be paid to the person or people you name on the Expression of Wish form.

Healthcare Cash Plan

Following three months of continuous employment, The Big Issue will pay for you to join the Bupa Health Care plan at Level 2. Bupa is a not-for-profit organisation, supports the NHS and medical charities and is compatible with The Big Issue's own ethos. This is not private health insurance. The Bupa plan allows you to claim money towards the costs of certain types of treatment for both yourself and up to 4 dependants living at the same address, each with your own pot of allowance.

Enhanced maternity pay

The Big Issue will enhance the first 12 weeks of your SMP to the level of full pay and the following 6 weeks to the level of half pay, providing that neither of these is lower than the prevailing rate of SMP. There is no service qualification for our enhanced maternity pay.

Enhanced paternity pay

For the two weeks of your statutory paternity leave, The Big Issue will enhance your SPP to the level of your normal pay, provided you have complied with all notification and self-certification requirements.

Family-friendly Leave

In addition to the statutory rights to unpaid Parental Leave and time off to care for a dependent in an emergency, in a rolling 12-month period The Big Issue will allow you up to 3 days' paid leave to care for an

elderly or seriously ill relative and up to 3 days' paid leave to care for a sick child.

Please note that we reserve the right to review and amend the staff benefits and they do not form part of any contract of employment.

This job description cannot cover every issue or task that may arise within the post at various times and the Team Leader will be expected to carry out other duties from time to time which are broadly consistent with those in this document. This job description does not form part of the contract of employment.



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