



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 Vendor Outreach Worker is a rewarding and critical role, none more so than now as vendors pick themselves up following the Pandemic and learn to adapt to a changing society.

The role is responsible for changing lives through outreach support, connecting vendors with their communities and supporting their wellbeing and employability. You'll work directly alongside vendors (and potentially others as new Big Issue social enterprise models develop) to support and empower them to find their own solutions to improve their lifestyle and their opportunities.

You'll build and maintain strong third party networks and together establish clear support pathways for and with vendors in your area, guided by the Pathways and Partnerships team. These may be through social service providers e.g. housing, debt, substance abuse, mental health, migrant support, universal credit, employment organisations. They may also be through local business networks, identifying routes to employability and supporting vendor readiness to and early retention in work. Your Area Manager, and the wider Service Development teams, will support you through a national strategy and framework.

You'll be supported to ensure appropriate assessments and referrals are undertaken, and to focus your approach, measuring the outcomes effectively to make best use of available resource. The Impact team will ensure your outputs are aggregated across the UK, so that we can share best practice together, understand upcoming trends in Vendor support needs and can develop new programmes and partnerships to support. Our strong impact measurement also provides the evidence of the change we achieve to support us in generating funds to expand our capacity.

You'll work alongside a national team of Vendor Outreach Workers and together will recruit and support volunteers to assist you in your day to day role.



Job Description – Outreach Worker

- Undertake proactive Outreach work, ensuring an appropriate contact with Vendors is built and proactively sustained.
- Act on referrals from the Big Issue sales and support teams, who provide the Vendors with magazines and sales support.
- Assess the needs and motivations of the Vendors. Develop objectives in collaboration with Vendors and work with them to offer guidance, referrals and support in liaison with third party organisations and by making use of The Big Issue Programme and Pathway opportunities.
- Build and maintain strong third party networks and partnerships in your area. Together establish clear support pathways for vendors in your area. These may be through social service providers e.g. housing, debt, substance abuse, mental health, migrant support, universal credit, employment, reuniting with family. They will also be through business networks in identifying routes to employability.
- Maintain a rolling 'case load' of clients, offering consistent and assertive referral guidance and active referrals, until they are in a position to connect with the relevant support services. Alongside demonstrate good professional judgement as to when to 'let go' to avoid dependency, and optimise your opportunity to support others.
- Ensure the 'case loads' are regularly reviewed within agreed timescales and that support plans are implemented and refreshed to ensure Vendor outcomes are actively progressed and logged on InForm to enable impact to be measured.
- Advocate for the Vendors and their issues in appropriate multi-agency and external agency forums.
- Take part in the development of Vendor Pathways and Programmes provision by supporting internal working groups as required and by providing relevant insights and stories from your area.
- Build your capacity by recruiting, training and managing volunteers in collaboration with the Service Development Directorate who will provide the relevant tools and policies.
- Be curious in ways to develop your learning and development, by maintaining a good working knowledge of developments within the sector as well as personal/social issues that impact our vending community. At the same time, being externally focussed and keen to learn from others.
- Set an example in modelling our values of adaptive, collaborative, determined.

External profile

- Establish and maintain a positive public profile in your area, acting as a passionate champion for people who are overcoming exclusion and advocating the work of The Big Issue and as a route out of poverty.
- Represent The Big Issue & Foundation at external meetings and conferences as agreed.

- Optimise the use of social media and networks in creating a local “personality & presence” and in supporting the fundraising team to generate local profile and engagement.

Collaboration

- In networking with local agencies and businesses, keep an eye open for local funding opportunities and communicate those to the Head of Trusts, Foundations and Government funding or Head of Corporate funding.
- Support the fundraising team in sourcing the relevant information for applications and/or support to funders.
- Take every opportunity to promote and refer people to our vendor and other services.

Administration management

- Deliver to and report against agreed KPIs that measure the outputs and impact of your work, supported by the Impact team.
- Provide data driven reports and vendor case studies as required.
- Keep accurate and financial administrative records, such as expenditure and petty cash reconciliation and ensure these are done in a timely manner.

General

- Adhere to The Big Issue (Foundation) Policies and Procedures.
- Undertake any other duties as required by your manager (within reasonable expectations)
- Work on your own initiative and sometimes under pressure.
- Attend and participate in departmental and other meetings as required.
- Willingness to work flexible hours on occasion.

Locations Sought

- Bath
- London
- Birmingham
- Cardiff

Full time and Part time opportunities available in all locations - please state the location you are applying for when submitting your application.

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

We are keeping direct experience/knowledge requirements to a minimum and we welcome applications from diverse backgrounds and lived experience. Please do however use the covering letter to demonstrate your capabilities and transferable skills and experiences in relation to the below. Let us know in particular how you have used your experiences and capabilities to achieve positive results.

Experience

- Experience of motivating complex and diverse client groups to engage with services and support.
- Experience of assessing client needs and supporting them to address their needs through appropriate assertive relationship management.

Skills, Abilities and Knowledge

- Knowledge of the services and legislative environment regarding housing, debt, health, work, universal credit and immigration.

- A person-centred approach with the necessary social skills and judgement to initiate and maintain constructive and appropriate relations with clients and agencies in a local community environment.
- Ability to network, build enabling relationships and work effectively with a range of local partners, including enforcement agencies and local authorities.
- Able to communicate effectively both verbally and in written for, to collate, evidence and report on outcomes and use case management databases (InForm)
- Ability and willingness to work independently outside of the office and the resilience to remain motivated in a challenging environment.
- Ability to plan and manage your time well, showing sound judgement on how to ensure your day to day work is effective and impactful.
- Ability to work with and to supervise volunteers.

As an individual, you will

- Thrive on working as part of a team, creating a collaborative and focussed working environment and taking responsibility for your actions.
- Inspire confidence and courage in those who work with you.
- Be positive in your approach to problem solving, creative thinking and goal setting
- Be flexible and open to new ideas, improvement and change.
- Show commercial and financial awareness.
- Have a genuine interest and commitment to the work and ethos of The Big Issue.



Salary and Benefits include:

Salary

Outreach worker - non London based £24,000

Outreach worker- London based £26,000 to accommodate London Weighting

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.



How to apply

For an informal and confidential discussion about the role, please contact our recruitment partner:

Vikki Park, Principal Consultant, NFP Consulting

E: vikki.park@nfpconsulting.co.uk

Apply online at: <https://nfpconsulting.co.uk/executive/job/21076>

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.

Closing date: ASAP as interviewing on a rolling basis

Selection and timescales:

There is a two-stage selection process.

First Interviews: To be confirmed

Second interviews: To be confirmed

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.

