



## 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 Programmes Manager is a new and key role 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.

The Programmes Manager supports the Head of Partnerships & Programmes with developing and implementing the Big Issue Foundation’s national programmes strategy. Through our programmes we aim to extend our impact in response to the current and emerging needs of our vendors and the opportunities that arise through our partnerships. You will be responsible for the implementation of initiatives that support individuals to build skills, experience and confidence across two key areas: Financial and Digital Inclusion and Education, Employment and Training.

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.

## 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 well experienced in and networked across a variety of networks to enable the Foundation to work at a national and local level. You will enjoy communicating with a range of audiences from professional stakeholders to service users - both verbally and in writing. You’ll thrive on being externally focussed and building the Foundation’s reputation on external platforms.



## Job Description – Programmes Manager

Job title: Programmes Manager  
Salary: £35,000  
Contract: Full time permanent role  
Location: Flexible  
Department: Frontline Services  
Line manager: Head of Partnerships and Programmes  
Line manages: Supervises volunteers, freelancers or vendors

External relationships: Local and national agencies: housing, welfare & benefits, health & care, digital inclusion, employment and education.

Internal relationships: Vendor Outreach Workers; Data and Insights Manager; Service Delivery Manager; Senior Trusts Manager; Head of Trusts and Foundations; Head of Services

### **The main purpose of the role is to:**

Support the Head of Partnerships & Programmes with developing and implementing the Big Issue Foundation's national programmes strategy.

Through our programmes, to extend our impact in response to the current and emerging needs of our vendors and the opportunities that arise through our partnerships.

To be responsible for the implementation of initiatives that support individuals to build skills, experience and confidence across two key areas: Financial and Digital Inclusion and Education, Employment and Training.

### **This will be achieved by:**

- Supporting the Head of Partnerships and Programmes to develop programmes that support delivery of the objectives within the Foundation's Services Business Plan, specifically within the areas of Financial and Digital Inclusion and Education, Employment and Training
- Developing programme delivery documents and resources to ensure the consistent implementation of programmes across area teams
- Working closely with the Service Delivery Manager to ensure frontline staff and managers are informed about programme activities and targets and have the resources required to deliver them
- Coordination of the cashless programme, supporting the design and implementation of a clear pathway to cashless operating for our vendors and ensuring robust reporting of key deliverables including vendors gaining ID, opening bank accounts and receiving digital devices
- Working collaboratively with the Big Issue Company to deliver the cashless programme and ensure timely reporting on key activities
- Producing programme reports at agreed frequencies for a range of audiences including Foundation and Company management

- As directed by the Head of Partnerships & Programmes, identifying and developing new partnerships that can expand impact in the areas of Financial and Digital Inclusion and Education, Employment and Training and managing these relationships to deliver benefits for both parties
- Involving vendors and other key groups in the design of new programmes through the structures provided
- Working with fundraising to contribute to bid development for new programmes as required
- Working collaboratively with the Big Issue Company within the frameworks provided to ensure a joined up approach to any work with external stakeholders and partners
- Identify to the Head of Service Delivery any training and development needs for frontline staff to support implementation of programmes and assist in meeting these needs as required
- Supporting the Head of Partnerships & Programmes to develop move-on opportunities for existing vendors
- Supporting the management of existing partnerships and programs as directed by the Head of Partnerships & Programmes

#### **General Duties of Everyone who is part of The Big Issue**

- Being committed to the social objectives of The Big Issue
- Being an ambassador for The Big Issue externally, and 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
- Ensuring Health & Safety standards are met
- Taking your part of our shared responsibility for maintaining a safe working environment with a good standard of efficiency
- Undertaking any other ad hoc duties as and when required by your manager

#### **Other dimensions of the Programmes Manager role**

- No line management/supervisory responsibility

#### **Special Conditions (unusual requirements for this particular job)**

Ability to travel within the UK, which might include occasional overnight stays.

#### **Important Note**

Jobs and job descriptions are not static, so your job description does not form part of your contract of employment. A job description cannot cover every issue or task that may arise. Your job will evolve over time and change in reaction to other changes, and you will be expected to carry out other duties from time to time. What The Big Issue asks you to do will not be unreasonable and will be broadly consistent with the tasks and responsibilities set out in this document.

**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 – Programmes Manager

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

### **Knowledge and Experience:**

1. Understanding the needs of service users and using this insight to inform programme design
2. Understanding the needs of those experiencing poverty and other forms of disadvantage and how to design programmes that are accessible and relevant to these groups
3. Relevant experience in programme development involving multi-disciplinary teams
4. Application of standard project management techniques and software applications
5. Experience of managing programme delivery aligned to funding criteria and the associated reporting frameworks.
6. Managing projects and processes to ensure programme delivery to time and target
7. Organising and managing data to generate insights and robust programme management reports
8. Communicating with a range of audiences from professional stakeholders to service users - both verbally and in writing
9. Managing your own workload and prioritising to ensure day-to-day duties are performed to the highest standard
10. Contributing as a strong team player, providing flexible support to colleagues as required
11. Problem solving and taking a solution oriented approach to delivery challenges

### **Other**

- Believing in The Big Issue and supporting our social objectives



## **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](http://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

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.

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](mailto:carroll.lloyd@nfpconsulting.co.uk)

**Closing date:** **Midnight, Monday 4<sup>th</sup> April.** *Early applications encouraged as interviewing on a rolling basis given this is a new role and available now*

## Selection and timescales:

There is a two-stage selection process.

**First Interviews:** TBC

**Second interviews:** TBC

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.

