



Job Description

Job Coach – Big Issue Recruit

Where	London
Reports To	Head of Programme Operations
Contract	1 Year Fixed Term
Hours	Full Time – 35 Hours per week

Big Issue Group (BIG) has over 30 years of experience changing lives through enterprise by supporting Big Issue magazine vendors to earn an income through selling the Big Issue magazine and we have invested £400 million into over 500 social enterprises and other organisations since 2005.

Today BIG brings together our media, investment and service initiatives under a shared mission to create innovative solutions through enterprise, to unlock social and economic opportunity for the 14.5m people in the UK living in relative poverty to earn, learn and thrive.

As part of this plan, we have launched an exciting new venture called Big Issue Recruit to accelerate this work. Big Issue Recruit is a specialist recruitment agency, targeting people who face barriers to employment and supporting them into sustainable careers.

We offer a person-centred service, that supports candidates through all stages of the employment cycle, to become work ready. Building on their individual talents and requirement, we will provide training, work experience, and help build the resilience they need to enter the workplace.

Main Purpose of Role

As an experienced Job Coach, you will be passionate about empowering people to achieve their personal goals.

Helping to build our team and provision you will work directly with our candidates to understand their career goals, their barriers and support them into rewarding new careers. You will build a network of service providers and employers to create opportunities for our candidates and provide truly holistic service for all candidates.

You will enjoy working in a fast-paced, agile environment, and be committed to delivering excellent customer service.

Key Responsibilities & Tasks

- Plan and implement coaching strategies to achieve sustainable employment outcomes for our candidates
- Assess candidates' goals and needs and work readiness
- Create engaging action plans alongside candidates, to achieve their goals
- Support candidates to remove their barriers to employment, build confidence and resilience
- Work with candidates to empower them to identify their strengths, build their confidence and access the relevant training
- Advocate for clients where necessary, with service providers or employers
- Provide guidance to candidates on all aspects of employability
- Liaise with employers, keeping them updated with progress and identifying any additional requirements they may have
- Network with employers to identify further recruitment need

-
- Fully understand the local labour market, to source suitable job opportunities
 - Oversee all administrative tasks relating to the candidate journey
 - Create and present reports for senior management
 - Uphold a positive work environment
 - Act as a mentor to influence and inspire, work 'with' and not 'to' candidates
-

Skills and Experience

- Previous working experience as a Job / professional Coach or similar role for 2 years or more
 - Experience in working with people with barriers to employment
 - Existing network, or proven ability to network, with a broad range of service providers
 - Outstanding communication and interpersonal skills
 - Excellent organisational and time management skills
 - Problem-solving aptitude
 - Ability to inspire and motivate
 - Demonstrable commitment to BIG's values; Inclusive, Adaptive, Collaborative and Entrepreneurial
 - Passion for social justice and equality, diversity and inclusion
 - Experience of asset-based approach/thinking or a willingness to learn and implement this approach
-

General Duties of Everyone who is part of The Big Issue

- Being committed to the social objectives of The Big Issue
 - Open to new experiences, lean in to challenges and embrace change
 - 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.
-

About Big Issue Group

The Big Issue Group is a social enterprise, providing a "business" solution to dismantle poverty – a "hand up, not a handout" We provide a mechanism for vendors to earn a legitimate source of income, and raise their self-esteem.

Our vendors are working, not begging. Since The Big Issue was launched in 1991 and its Foundation in 1995, we have helped thousands of vulnerable people take control of their lives. Over the past two decades the magazine has become synonymous with challenging, independent journalism, and renowned for securing exclusive interviews with the most elusive of superstars. It currently circulates around 100,000 copies every week.

In April 2023, the Big Issue Group launched a community interest company, Big Issue Changing Lives, to bring together its frontline services team to support more people affected by poverty and increase the impact of our services. Big Issue Changing Lives C.I.C. will help vendors adapt to rapid changes in society, such as cashless payments, changing in working patterns and shopping habits, and it will provide vendors with the end-to-end support they need including sales set up and support, access to health and wellbeing services, and employment opportunities.

Vendors undergo an induction process, including identifying any support they need, and sign up to a code of conduct. They are allocated a pitch and issued with a number of free copies of the magazine. Last year alone we put more than £5million in the pockets of our vendors, releasing them from a dependence on hand-outs and providing an alternative to begging.

Created as a business solution to a social problem, The Big Issue has inspired other street papers in more than 120 countries, leading a global self-help revolution.

Big Issue Invest

Founded in 2005, Big Issue Invest extends The Big Issue's mission by financing the growth of sustainable social enterprises.

Big Issue Invest offers social enterprises, charities and profit-with-purpose businesses loans and investment from £20,000 to £3 million. Since 2005, we have invested in more than 400 social enterprises and charities across the UK.

Equal Opportunities

Big Issue Group is committed to equal opportunities and committed to promoting and enhancing diversity, equality and inclusion. We welcome and encourage applicants from all members of the community and particularly welcome applications from people with disabilities, Black, Asian, or Minority Ethnic backgrounds, LGBTQIA, and from different socio-economic and educational backgrounds.

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.

Asylum and Immigration Statement

The Big Issue Group will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Successful candidates will be required to bring the original documents in to be copied and verified on or before their start date.

We are unable to provide sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK. Further information can be found on the [governments immigration rules page](#)

Our Group Mission

**We build a world that works for everyone.
We challenge, innovate and create self-help and sustainable business solutions, that dismantle poverty now and for future generations**

#ChangingLivesThroughEnterprise
