



Job Description

Support and Outreach Worker

Where	Cambridge & surrounding area with likelihood of whole East Anglia region.
Contract	Fixed term until 31 st March 2025
Reports To	Regional Manager or Team Leader
Hours	Part Time – 25 Hours per week
Salary	£19,694.87per annum (£27,750.82 for 1.0FTE)

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 a Support and Outreach Worker, you will recruit and train vendors, support them to increase their income through selling the Big Issue magazine and ensure that they have the right skills and community connections to achieve their wider aspirations.

Taking a leading role in our belief of a hand up, not a handout you will positively promote The Big Issue in your local area, building networks and partnerships to support the work of the Big Issue and build opportunities for the people we support. This will include work with housing providers, DWP, substance misuse and mental health services, community safety teams, training and employment agencies.

Key Responsibilities & Tasks

- Proactive work with vendors, enabling them to increase their income through sales. This will include selling magazines to vendors, supporting them to become cashless and building wider skills and community resources.
- Administration of magazine sales including support with deliveries, cash handling, banking and updating salesforce.
- Undertake outreach, ensuring regular and appropriate contact with vendors is built and sustained.
- Actively recruit vendors by promoting The Big Issue to individuals and building partnerships with third-party Organisations

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- Be responsible for the induction of new vendors, following the induction process to understand the needs and goals of each vendor, identifying a suitable pitch and creating plans to help achieve their aspirations and potential.
 - Casework support, working with people to remove the barriers they face to move out of poverty through our Hand Up service. Working across key areas including housing, citizenship, financial and digital inclusion, wellbeing and education, training and employment.
 - Identifying and promoting opportunities for people to move out of poverty through employment pathways including peer mentoring, Big Issue Recruit or other self-employment through the Ven
 - Deliver to and report against agreed KPIs that measure the outputs and impact of your work, by recording agreed information on organisational databases.
 - Identify safeguarding concerns, and respond in line with safeguarding policies and procedures
 - Effectively deal with feedback, comments and complaints from vendors and the public.
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Skills and Experience

As an individual, you will

- Thrive on working as part of a team, creating a collaborative, and focused working environment
- Be motivated by clear targets and evidencing the impact of your work.
- Have experience of carrying outreach work within community settings and be confident in lone-working.
- Understand homelessness and the issues involved in casework with vulnerable adults, including safeguarding.
- Excel in communicating both verbally & and in writing, be people focused and know how to adjust your approach depending on the situation.
- Be confident in dealing with difficult situations or conversations and escalate where necessary.
- Understand the importance of confidentiality, data protection and GDPR.
- Be computer-literate with a good level of skill in Office 365, and ideally some experience of using Salesforce.
- Be organised and efficient, meeting deadlines and maintaining accurate records, including financial records.
- Understand and be committed to equal opportunities and anti-discriminatory practices. Commitment to service user involvement in our design and implementation of services and processes.
- Ideally have a clean driving licence and be willing to drive company vehicles.
- Believe in The Big Issue and support our social objectives.

Special Conditions:

- Ability to work on bank holidays, at weekends or unsociable hours on occasion.
 - Ability to work under your own initiative, structuring lunch breaks around the working day.
 - Ability to travel around a designated geographical area, including use of Big Issue fleet vehicles.
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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
