

BIG



Support and Outreach Worker

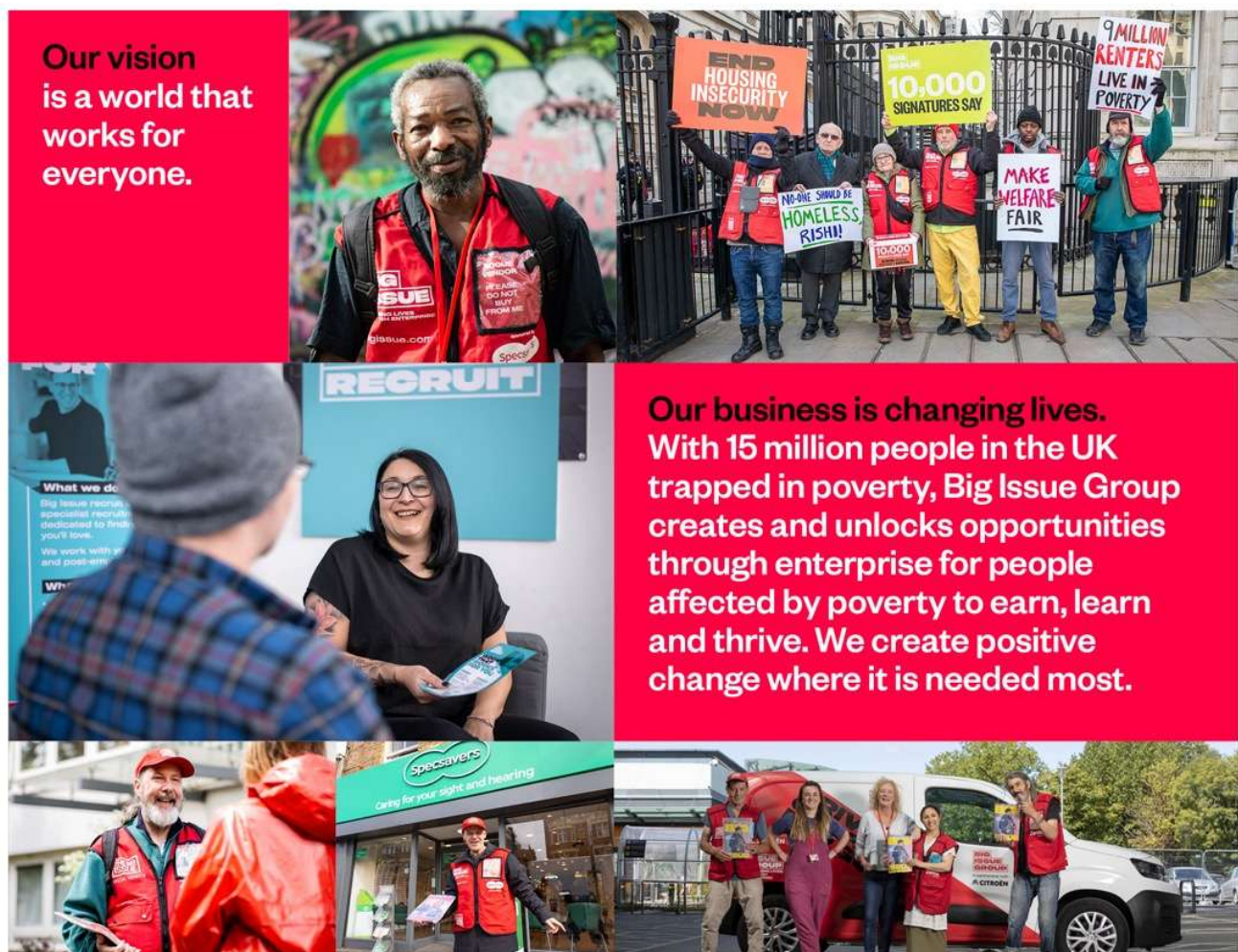
ISSUE

Welcome

Thank you so much for your interest in the role of:

Support and Outreach Worker – London and South East Region (Croydon & Brighton)

A role at the very frontline of our fight to eradicate poverty and change lives through enterprise. Supporting vendors in the South of London, Croydon and Brighton region to increase their income and gain the right skills and connections to achieve their wider aspirations.



About Big Issue

Big Issue Group is a much loved and high profile social enterprise, and was one of the first certified B Corps in the UK. It was founded by Lord Bird and Gordon Roddick in 1991 to give people experiencing homelessness a legitimate means of earning their own income.

“The Big Issue Magazine was started in 1991. At the time there were 500 homeless organisations in London alone, giving out everything from sandwiches to condoms.

But the one thing they didn't give homeless people was a means of making their own money. Today we continue to exist to dismantle poverty by creating opportunity.”

Lord Bird, Founder





35 years of Big Issue Group



1991

The Big Issue launches in September 1991, financially backed by Gordon and Anita Roddick, of The Body Shop. The magazine has supported over 107,000 vendors to sell 227million copies of the magazine and earn over £150million.

2005

Big Issue Invest extends our mission to dismantle poverty through creating opportunity by financing the growth of organisations across the UK who create core solutions to end poverty. Since 2005, we have invested in over 550 organisations.



2014

UK Social Bond Fund

We launch our pioneering fund in partnership with Columbia Threadneedle, one of the UK's leading asset managers established to bring the mainstream to social investment. This starts the journey of Big Issue's impact advisory work with major corporate partners over the next 10 years.

2016

Big Issue Shop

A place to indulge in guilt-free retail therapy with a range of incredible products and brands that put people and planet first.



2017

John Bird made a Lord

John Bird is appointed as a crossbencher to the House of Lords, working for "social opportunity and social justice".



2018

Future Generations Bill

John Bird brings draft legislation through the House of Lords. The bills' main goal is to ensure public bodies make decisions that consider future generations by setting wellbeing targets. This grows to become the Big Futures campaigning arm in 2022.



2020

Big Exchange

Co-founded by Big Issue, the pioneering investment platform lets investors track how their money benefits people and the planet without sacrificing financial returns.



2021/22

Brand and Digital relaunch

Launch of new five year group strategy and re-brand under Big Issue Group. As we continue to bring more people to our mission, bigissue.com achieves 1 million unique users a month for the first time.



2022

Big Issue Recruit is a specialist recruitment service, dedicated to supporting people who face barriers and empowering them to join the workforce into sustainable employment.



2023

Big Issue Changing Lives Community Interest Company was launched. Every year Big Issue Changing Lives works with nearly 4000 people whose lives are affected by poverty, enabling them to become economically active and supporting them towards greater independence.

2024

Impact advisory launch. Helping businesses to deliver impact and achieve sustainability.

Who we are

We have a truly incredible brand. Big Issue is one of the most recognised social enterprises in the UK, with over 30 years of positively impacting the lives of marginalised people.

BIG Impact Goal:

By the end of 2026 we aim for 11 million people to engage with Big Issue Group or be positively impacted by our services.

BIG Vision:

A world that works for everyone.

BIG Mission:

We are on a mission to dismantle poverty through social business solutions

BIG Values:

Inclusive

We believe in a fair, open and inclusive world and treat everyone with respect.

Collaborative

We encourage open and honest communication and teamwork to allow people and ideas to thrive.

Adaptive

We are quick to respond to changing circumstances to deliver solutions that drive positive change for ourselves, those we serve and for future generations.

Entrepreneurial

We are passionate about empowering people to design and create opportunities to drive change and growth for themselves and for others.

You can read more about our work and impact goals [here](#)

Big Issue Group

Today, Big Issue Group brings together our media, investment, service and campaigning arms under a shared mission, working together to change lives through enterprise.



Award winning journalism, through our magazine, website and app, supporting vendors to change their lives through enterprise



Investing in enterprising organisations who are contributing to solving poverty in the UK



A specialist recruitment service, dedicated to supporting people who face barriers to joining the workforce into sustainable employment



Shopping with a social conscious, purchase a product from one of our social enterprises and use your spending power in a positive way



Our impact advisory service that supports other businesses to deliver impact and achieve their ESG goals.



Invest your money so it counts for more, to make positive change for people and the planet, as well as yourself



Community Interest Company

Working with nearly 4,000 people every year, empowering them to become economically active and supporting them towards greater independence, this work is all delivered through our frontline service team

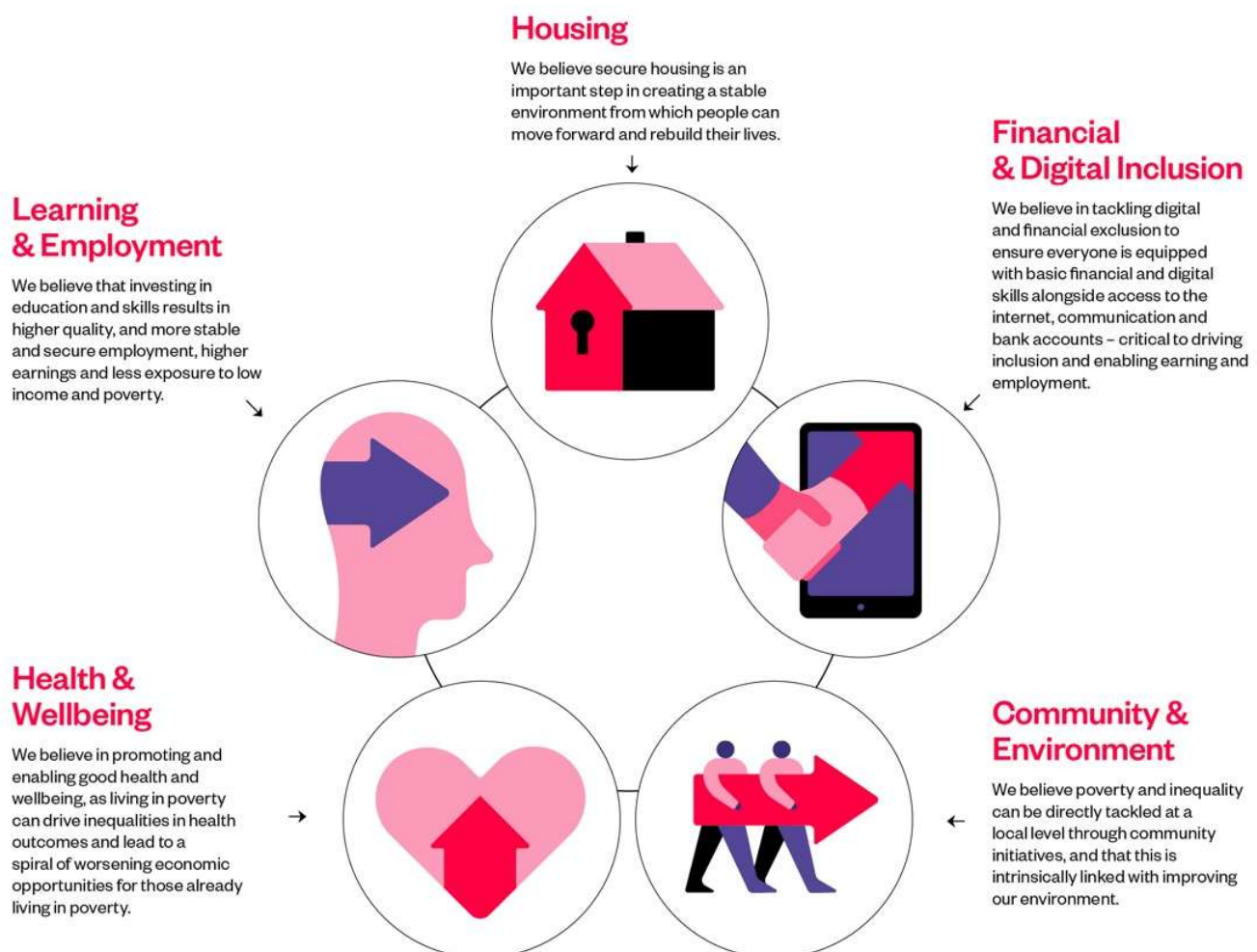
Through our public retail markets work, we advise on over **£400m of impact funds.**

We also support businesses to deliver impact and achieve sustainability through our impact DNA and over three decades of experience



Our five impact pillars

Our five pillars focus everything we do; the issues that we tackle in our journalism, the programmes of work we champion to improve the lives of our vendors and recruit candidates, the investments we make via Big Issue Invest and our political campaigning work to change the law and improve the lives of people affected by poverty.



Our people

It's an exciting time to join Big Issue and pursue our mission and work with us to end poverty, creating opportunities and solutions for people affected by poverty to work, earn, learn and thrive.

Here you are a changemaker – empowered to bring your passion and ideas, embrace every change to learn and develop and make an impact.

We believe our team is so unique because:



We are committed doers

Our team will go the extra mile to make things happen and take ownership for delivering.



We are creative and curious

Take the initiative, a 'what if?' mindset, proactive idea builders and solutions finders



We embrace the new

Open to new experiences, lean into challenges and embrace change.



We build strong bonds

We are devoted to bringing out the best in people. We are empathetic and compassionate towards others and always seek common ground.

And above all, we are



Passionate and purposeful

The Big Issue's team share a deep belief in the mission and passion for driving things forward.



The role

Support and Outreach Worker

London and the South East Region (Croydon and Brighton)

About

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 region, 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.

Where:

The role is centrally based at our office in Finsbury Park, London but you will be supporting vendors predominantly in the area south of London, between Croydon and Brighton and therefore must be willing to travel throughout the region as required.

Reports to:

Regional Manager

Salary:

£33,215 per annum

Term:

Full Time – Permanent

Role Impact:

This role sits at the very heart of what Big Issue exists to achieve – improve lives through enterprise and fight to eradicate poverty.

You will be supporting our vendors throughout the region and promoting the Big Issue in your local area. Identifying opportunities and partnerships to help move people out of poverty.

In the role you will:

The duties and responsibilities for the Support and Outreach Worker role include but are not limited to:

- 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 delivery of the magazine, cash handling, banking and updating salesforce.
- Undertake outreach, ensuring regular and appropriate contact with vendors is built and sustained.
- Actively recruit vendors by promoting Big Issue to individuals and building partnerships with third-party Organisations
- 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 and Big Issue Recruit.
- 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.
- Work proactively with colleagues across the CIC and wider Big Issue Group to deliver the company's objectives.

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 able to evidence the impact of your work, while using a supportive and person-centred approach to help vendors develop their sales confidence and increase their income
- Have experience of carrying outreach work within community settings and be confident in lone working
- Understand homelessness, poverty and the issues involved in casework with vulnerable adults, including safeguarding
- Excel in communicating verbally and in writing, with the ability to build trust, explain sales techniques clearly and adapt your approach to the individual
- 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

Special Conditions:

- Ability and willingness 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 the designated geographical area, including use of Big Issue fleet vehicles.

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

- Being committed to the social objectives of Big Issue.
- Being an ambassador for Big Issue externally and maintaining the professional reputation of your team internally.
- Maintaining awareness of all other aspects of Big Issue's work and assessing their implications for your team/role.
- Adhering to and implementing 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.

Benefits



Annual leave

25 days starting entitlement (excluding bank and public holidays) that increases incrementally with each year of service up to a maximum of 30 days.



Company sick pay

available from day 1 to top up your pay to the level of your normal salary.



BUPA Health Care Cash Back Plan

After 3 months of service. Allowing you to claim money towards the costs of a wide range of treatments for both yourself and up to four dependants at the same address including preexisting conditions.

- Access to Counselling and Advisory services through BUPA
- BUPA Anytime Healthline – around the clock unlimited telephone consultations with a team of nurses and GP's



Training, development, and wellbeing activities

We offer all new staff a New Starter Welcome Period, which starts the moment you accept an offer of employment from us. This includes a comprehensive welcome pack, a tailored onboarding programme, and training to support you in your probationary period and excelling in your new role.



Family friendly suit of policies

including enhanced Maternity and Paternity Pay, Family Friendly leave, Adoption leave and more.



Flexible working

We fully embrace the benefits flexible working has on employee wellbeing, work-life balance and motivation, productivity and performance and offer the following options:

- Homeworking/Hybrid working
- Compressed hours
- Flexitime – allowing, within limits, staff to choose the start and end times within core hours



Pension and salary exchange options

Our pension scheme is a group personal pension scheme administered by www.thepeoplespension.co.uk.



Group Life Assurance

including bereavement counselling



Employee Assistance Programme

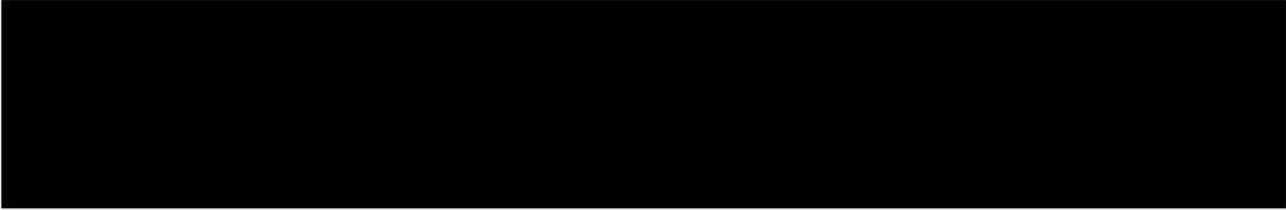
providing a range of wellbeing services including legal, health and childcare.



Benefits

But, the main reasons to work at Big Issue Group are...

- 1 Be a changemaker**
We've always dared to be different. BIG is a dynamic social enterprise that's led the way driving change and unlocking opportunities for people through enterprise. Our diverse group of companies work together to achieve a huge ambition – a world that works for everyone.
- 2 Empowered to own it**
Here you're empowered to bring your ideas, energy and passion to make things happen. Most of all you're trusted to own it.
- 3 Multiple ways to grow**
We're all about creating opportunities for people and supporting them to flourish. There are limitless possibilities to grow your skills and your career. You're encouraged to try new things and lean into challenges.
- 4 Join a committed team**
Our super strength is our people and the way they work together. We come from a wide range of backgrounds and specialisms. The power of different people united by a shared goal.
- 5 Write our next chapter**
It's an exciting time in our journey, at a moment when the people we serve are counting on us more than ever. You can play a key role writing the next chapter in our unique story.



Next steps and how to apply

If you find this opportunity a potential exciting next step in your career and you wish to apply for this role, please apply via the advert on our jobs page:

<https://thebigissue.livevacancies.co.uk/>

If you have any questions or would like to discuss the role, please contact us at talent@bigissue.com.

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.