

**Job Description**

**Relief Coordinator /Team Member**

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| Responsible to | Team Leader |
| Salary | £8.91 per hour |
| Hours per week | Causal, variable: to include Saturdays, cover for leave and bank holidays |
| Annual Leave per annum | 25 days per annum pro rata |
| Main base | 56-60 Parr Street, Liverpool L1 4JN |
| Contract | Casual Agreement |
| Level of DBS check | Enhanced |

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| Main aims of the post |
| To provide a first class service to vendors of The Big Issue in the North enabling them to maximise their sales and access a range of services which will help them make changes in their lives.  To provide cover for Saturdays, annual leave and bank holidays |

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| Main duties of the post |
| 1. To provide quality customer service to vendors of the magazine, including handling delivery of the magazine, selling the magazine to vendors and completing daily outreach sessions. |
| 1. To provide crisis support to vendors, ensuring emergency housing and health information is up to date and displayed |
| 1. To keep accurate and up to date clients records |
| 1. Ensure accurate cash reconciliation and banking in line with company procedures. |
| 1. To develop effective relationships with a range of external organisations and agencies responding to enquiries and complaints |
| 1. To ensure quality standards are adhered to and met |

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| General work related expectations |
| 1. To work within the Big Life group’s values ethos and vision |
| 1. To contribute to the development of the Big Life group |
| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding |
| 1. To commit to own personal development and attend training or development activities as required |
| 1. To work in accordance with all relevant legislation |
| 1. To undergo regular supervision and at least an annual appraisal |
| 1. To undertake any other duties as required, and as appropriate to the post |

**Minimum Training required for this post (once appointed)**

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| Course title | Needed for this post | Frequency | Other notes |
| Group induction | ✓ | Once |  |
| Mission and Values | ✓ | Once |  |
| Confident Managers |  |  |  |
| Safeguarding training Adults and Children | ✓ | Every 3 years |  |
| Safeguarding for Managers |  |  |  |
| Designated Safeguarding Lead Training |  |  |  |
| Health and Safety (external IOSH) |  | Every 3 years | Potentially dependant on team size |
| Health and Safety internal/briefing | ✓ | Annual |  |
| Information Governance | ✓ | Once | Annual refresh |
| Equality and Diversity | ✓ | Every 3 years | Updates as legislation changes |
| Lone working | ✓ | Induction process |  |
| Managing professional boundaries | ✓ | Every 3 years |  |

Attendance at other training courses will need to be discussed with your line manager

Suggested

* Managing conflict



**Person Specification**

**Big Issue North Co-ordinator**

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

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| Area | Method of assessment |
| **1.Experience** |  |
| 1. Experience of working with people facing a range of barriers and social issues including homelessness | A/I |
| 1. Experience and understanding of professional boundaries when working with vulnerable adults | A/I |
| 1. Experience in one or more of the following fields: homelessness, addiction, mental health, physical health, employment, social inclusion | A/I |
| 1. Experience of working in a cash handling role including cash handling and banking | A/I |
| 1. Experience of delivering first class customers service | A/I |
| **2.Skills** |  |
| 1. Ability to use a database/ability to learn how to use a database | A/I/T |
| 1. Ability to work well across a range of different subject areas such as housing, mental health, education and debt management for example | A/I |
| 1. Ability to deal with and de-escalate difficult situations in a calm manner | A/I |
| 1. Ability to work outdoors, mobile and lone work | A/I |
| **3.Knowledge** |  |
| 1. Knowledge of the barriers and issues facing our client group | A/I |
| 1. Knowledge of the local area your service is based in | A/I |
| **4. Education – qualifications required for this post** |  |
| 1. Good literacy and numeracy | A/I |
| **5. Personal** |  |
| 1. Positive and outlook and a ‘can do’ attitude | A/I |
| 1. Personal resilience and flexible attitude in the face of difficulties | A/I |
| 1. Flexible with availability to cover shifts including staff leave, bank holidays and Saturdays | A/I |
| 1. Commitment to working towards the Big Life group’s ethos and values, including having a non-judgemental approach | A/I |
| 1. Commitment to personal development and willingness to regularly update skills and experience | A/I |