

**Job Description**

**Big Issue North Relief Co-ordinator**

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| Responsible to | Service Manager |
| Salary | NJC 6 £23,892.96 |
| Hours per week | 35 |
| Annual Leave per annum | 25 (rising to 30 days after 5 years) |
| Main base  | Cathedral Archer Project, Sheffield Cathedral, Church Street, S1 1HA |
| Contract | Permanent |
| Level of DBS check | Enhanced |
| Start Date | Immediate |

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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.  |

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| Main duties of the post |
| 1. To provide quality customer service to vendors of the magazine, including managing delivery of the magazine, selling the magazine to vendors and completing daily outreach sessions.
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| 1. To provide crisis support to vendors, ensuring emergency housing and health information is up to date and displayed.
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| 1. To keep accurate and up to date client records.
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| 1. Ensure accurate cash reconciliation and banking in line with company procedures.
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| 1. To develop effective relationships with a range of external organisations and agencies responding to enquiries and complaints, developing referral pathways, and creating opportunities for vendors.
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| 1. Support the role of volunteers in developing the service.
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| 1. Help support the distribution of magazines in the South Yorkshire area, including regular visits to the Doncaster centre, and van deliveries and outreach to various locations.
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| 1. To recruit, induct and retain vendors of the magazine.
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| 1. To represent the organisation to external partners, and promote the service to people, communities and other organisations.
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| 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
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| 1. To contribute to the development of the Big Life group
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| 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
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| 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
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**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, including lone provision of office cover during part of the week.
 | 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 |
| 1. Valid UK driving license.
 | A |