



## JOB DESCRIPTION

### Vendor Sales & Support Worker

<b>Where:</b>	UK
<b>Reports To:</b>	Frontline Area Manager
<b>Contract Type:</b>	Permanent
<b>Hours</b>	Various

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#### Main Purpose of Role

As a Frontline Vendor Sales & Support Worker, you are the first person our vendors will encounter and engage with, which makes you one of our most important assets.

You will support our vendors on their entire Big Issue journey, from completing their initial induction, selling the magazine, assisting them with financial and digital inclusion, and much more.

Through this contact you will also be able to discuss any additional support the vendors you are working with may need and refer them where appropriate to your Vendor Outreach Worker colleagues or other external support agencies.

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 where possible and help people to take control of their lives.

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#### Key Responsibilities & Tasks

##### Operational

##### You will:

- Be responsible for the induction of new vendors, following the induction process carefully to understand the needs and goals of each vendor
- Be responsible for regular check-ins with assigned vendors to discuss sales, welfare and to gauge if a referral to either Vendor Outreach Worker colleagues or external agencies may be required
- Work with vendors both in the office and on outreach to foster a professional relationship and encourage them to meet the sales objectives in line with their own aspirations and expectations established for their pitch
- Work with vendors to promote digital inclusion and cashless solutions for sales
- Actively look for opportunities to recruit more vendors by promoting The Big Issue Magazine as an alternative source of income to individuals and third party organisations
- Actively look for new vendor and franchisee opportunities
- Maintain accurate vendor records on Salesforce
- Ensure any concerns about individual vendors are escalated to your manager
- Be aware of any safeguarding concerns whether in dealing with vendors or within the office, and be pro-active in addressing these according to safeguarding policies and procedures

- Effectively deal with complaints from vendors and the public. This may include imposing sanctions on vendors to correct unacceptable behaviour
- Support and supervise volunteers within the team

### **External profile**

- Assist in establishing and maintaining a positive public profile in your area; act as a passionate champion for people who are overcoming exclusion, advocating the work of The Big Issue and as a route out of poverty.
- Represent The Big Issue at external meetings and events as agreed.
- Optimise the use of social media and networks in creating a local “personality & presence”

### **Other Sales Responsibilities**

- Responsible for selling magazines
- Responsible for administering the pitch management system and ensuring best utilisation
- Accurately administer banking duties and sales reporting
- Closely monitor stocks levels of the magazine and arrange for transfer of magazines where necessary

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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
- Have experience of working in a frontline position including desk-based and outreach work
- Have knowledge of the homelessness sector
- Have experience working with vulnerable adults whether in a frontline or social care setting
- Excel in communicating at all levels and with authenticity 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 but also able to escalate where necessary
- Have experience in cash handling and banking and be comfortable dealing with cash transactions in a busy and noisy environment
- Have experience of and be confident in lone working when needed
- Respect the importance of confidentiality and discretion and have knowledge of GDPR
- Be computer-literate with a good level of skill in Office 365
- Be organised and efficient – completing any paperwork correctly and reports in a timely fashion
- Take initiative where you see opportunity to improve prospects for vendors
- Understand and be committed to equal opportunities and anti-discriminatory practices
- Either have been trained in or have knowledge of safeguarding policies and procedures
- Believe in The Big Issue and support our social objectives

### **Additional Skills**

- Knowledge and/or prior use of Salesforce would be useful
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## **Other dimensions of the Frontline Sales & Support Worker role**

- Financial Accountability - Responsible for cash-handling and banking

## **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.

## **General Duties of Everyone who is part of The Big Issue**

- Being committed to the social objectives of The Big Issue
- 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
- 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

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This job description cannot cover every issue or task that may arise within the post at various times and the Frontline Support Worker will be expected to carry out other duties from time to time which are broadly consistent with those in this document. This job description does not form part of the contract of employment.

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## **About The 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.

Vendors undergo an induction process 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.

## **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*

## **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.

## **The Big Issue Foundation**

The Big Issue Foundation's mission is to connect vendors with the vital support and personal solutions that enable vendors to rebuild their lives and determine their own pathways to a better and more sustainable future.