



Working at Coin Street

Job pack

Creating an inspirational neighbourhood

Some use our nursery, our sports pitches or have attended conferences in our neighbourhood centre. Others live or work on our South Bank site. But most of the thousands of people who pass through the Coin Street site every day don't even know we exist.

That's a shame. Because our story matters.

It's a story about inclusiveness and diversity. About culture, community, and commercial success. About how we work together to create an inspirational neighbourhood - today, tomorrow, and forever.



BE PART OF IT

What we do

We provide the opportunities and spaces for people to lead their own change. Our activities are wide and far reaching. From giving families and children the best start in life through our childcare and family support, to creating and maintaining high quality live, work and play spaces on land which we own.

We promote enterprise, creativity and lifelong learning whether that's through providing employment, volunteering opportunities, nurturing enterprise or delivering programmes and activities.

We provide housing that supports our community; we champion co-operative housing and influence local and national housing policy. From sports and dance to healthy eating and gardening, we offer a range of facilities and activities accessible to everyone to support health and wellbeing in our community.

We are conscious that our neighbourhood is a small part of a global community and that we all need to work together to tackle the challenges faced by the earth and all who live on it.



JOB DESCRIPTION

ROLE:	YOUTH & COMMUNITY SESSION SUPPORT WORKER
Reports to:	Youth and Community Programmes Session Manager
Contract details:	Zero Hours, Ad Hoc as Required
Salary range:	£12.06 per hour

ROLE SUMMARY

This role will provide support to the delivery of youth and community work at Coin Street to improve the health, wellbeing and resilience of young people, families and adults and enhance community cohesion through our programme of youth and community sessions and events.

TEAM OVERVIEW

The Community Programmes team consists of five permanent team members, and an additional two Lead Youth & Community Workers and approximately 12 sessional support workers and contractors. The team are responsible for delivering projects and programmes aimed at making our community an inspirational place. This includes work with young people and adults of all ages, and spans activity across education, sports, health and wellbeing, the arts, employment, enterprise and training, social action and leadership.

KEY ACCOUNTABILITIES

1. Deliver high quality activities to develop people's social connections, fitness and wellbeing through fun, challenging and educational activities in an informal setting.
2. Lead on specific areas of responsibility or projects (e.g. music, sport, arts, healthy eating and crafts or ICT) to improve the health and wellbeing, skills and life experiences of local people.
3. Develop positive relationships with people to encourage inclusive and active involvement taking into consideration special needs, gender, and peoples' ethnic, cultural and linguistic backgrounds.
4. Contribute to planning and evaluation of the youth and community programmes to deliver high quality provision that meets the physical, intellectual, social and emotional needs of local young people and adults.
5. Work in partnership with parents and carers, colleagues, professionals and stakeholders to best support young people and adults when needed.

6. Plan, supervise and react in the sessions to maintain the health and safety of young people and adults at all times.
7. Be vigilant of possible safeguarding issues and concerns during activities and respond appropriately by informing the session manager immediately.
8. Manage elements of weekly sessions with up to 25 participants (as part of youth and community programmes team) and support larger community events, trips, outreach and one-off projects.
9. Support the impact measurement and achievement of outcomes and outputs for the activity/ event with basic administration and registration tasks.

GENERAL REQUIREMENTS

To comply with Coin Street's Diversity, Equality, and Inclusion policy.

To comply with Coin Street's Health & Safety policies.

To comply with Coin Street's Safeguarding policies.

To comply with Coin Street's IT policies and procedures.

To promote an organisational culture that reflects Coin Street's values:

- *Creative: By looking for solutions rather than problems I will find better ways of doing things*
- *Collaborative: By respecting the views of others we will learn, grow, and achieve more together*
- *Committed: I do what I say I am going to do and do the best job I can.*

PERSON SPECIFICATION

KNOWLEDGE & EXPERIENCE

1. Posses a relevant qualification in working with people in a community setting or willing to undertake training.
2. At least one year's relevant experience in working or volunteering with community groups/young people.
3. Recently trained in safeguarding, diversity, health and safety or willing to undertake in house training.

SKILLS & ABILITIES

1. A personal commitment to and enthusiasm for Coin Street's purpose and values.
2. Confidence in managing challenging behaviour in a calm and positive manner.
3. Ability to react effectively to the needs and ideas of people in the sessions.
4. Being alert to potential safeguarding issues and responding or reporting as needed.
5. Participation in the creation of content for programmes and the ability to plan this effectively.
6. Reacting to concerns around behaviours of participants in an activity/event.
7. Responding rapidly to health and safety issues within an activity/event.
8. Excellent communicator with a high level of customer service skills.
9. Positive, enthusiastic and confident approach.
10. Good computer skills in Word, Excel and Outlook.
11. Ability to grasp and retain information, learn new skills and multi-task.
12. Team player and able to work confidentially on own initiative.

13. Good time management, reliable and have organised approach.
14. Flexible and 'can do' attitude and able to commit to working mainly evenings and/or weekends as required.

What we can offer you (the highlights)

REWARD AND PROTECTION

Annual Holiday

27 days leave per year excluding bank holidays.

Pension Scheme

Coin Street will contribute 5% to your pension if you contribute at least 3%.

Life Assurance

Death in service (3 x salary) and Income Protection.

Company Sick Pay

8 weeks at full pay and 5 weeks at 50%. Offered after 6 months and increases after 5 years

Flexible working

Where we are able to, flexible working and hybrid working location

Staff Socials and Inset Days

Staff information and team building days, plus plenty of social opportunities

Training & Development

A commitment to training & development for all staff with regular progress & support reviews with your manager.

Wellbeing

Mental wellbeing - webinars, courses, mediations, therapy session. Free gym membership at Colombo Centre.

Staff Discounts

Discounts available from wide range of retailers and service providers for shopping, dining, experiences, car maintenance, study, etc.

Nursery Discount

15% discount on nursery fees for nursery staff whose children are enrolled in Coin Street Nursery.

LIFESTYLE

