



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

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| ROLE: | CREATIVE SPACES COORDINATOR |
| Reports to: | Head of Commercial |
| Contract details: | 12 months Fixed-Term Contract, Full-Time, 35 hrs per week. |
| Salary: | £33,600 per annum |

ROLE SUMMARY

The Creative Spaces Coordinator will drive income generation by achieving monthly and annual sales targets. They will focus on increasing the occupancy of our gallery and event venues through a dynamic and engaging programme of events and short-term exhibitions.

This role also leads on letting the long-term tenancies of our design studios that make Oxo Tower Wharf an award-winning, landmark design destination on London's South Bank. It is home to some of the UK's most innovative and internationally renowned contemporary designers, restaurants, cafes, bars, and exhibition venues.

TEAM OVERVIEW

The commercial team generates income through conferencing, events, exhibitions, and rent on our commercial properties across our 13-acre site, including Oxo Tower Wharf and Gabriel's Wharf. This role sits within a commercial team of 10 team members within an organisation of around 90 employees.

KEY RESPONSIBILITIES

1. Identify new exhibitors and design tenants and promote CSCB's exhibitions and design venues.
2. Respond quickly and efficiently to all incoming exhibitions and design studio enquiries, providing accurate information, following up, and conducting show rounds to convert enquiries to bookings or tenancies.
3. Prepare proposals and recommendations to the commercial team for final selection.
4. Ensure contracts and associated administration in relation to bookings and tenancies is produced in a timely manner and ensure that clients meet agreed deadlines.
5. Keep the booking system updated with all amendments to allow accurate and prompt invoicing and ordering of supplies as needed.

6. Maintain regular contact with active clients and their colleagues to encourage repeat business.
7. Attend exhibition, design, and experiential events to network with potential clients and tenants.
8. Work with the marketing team to develop marketing collateral and sales campaigns in all appropriate formats and media to ensure effective promotion of exhibition venues and design studios.
9. Maintain and grow the contact database to provide valid client and potential tenants information for future promotion.
10. Provide accurate information regarding approved suppliers, health & safety and site regulations to enable clients to provide proper risk assessments and method statements (RAMS).
11. Be the clients first point of contact whilst on site and ensure a smooth entry to and exit from the venues.
12. Appoint appropriate Venue Supervisor staff in accordance with the needs of the event to protect CSCB's interests during the booking.
13. Assess and agree client RAMS for liaising with the Property and Facilities team and Venue Supervisor where appropriate and record all agreed changes and amendments.
14. Lead on lettings of Oxo Tower Wharf's designer-maker studios through the sourcing of creative tenants and temporary uses.
15. Support with the co-ordination and development of artistic interventions and programmes within Oxo Tower Wharf.
16. Ensure spaces are maintained properly by liaising with the Property and Facilities team and Helpdesk teams and report any issues or concerns.
17. Periodically review the needs of the venue and make recommendations for improvements or refurbishments.
18. Stay up to date with industry standards and progressions.
19. Duty manage events to protect CSCB's property.
20. Carry out such other duties as may be reasonably requested from time to time.

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.*
- *Curious: We ask questions about what we do and the way we do things – as an organisation, community and society.*
- *Inclusive: I embrace difference and encourage authenticity.*

PERSON SPECIFICATION

KNOWLEDGE & EXPERIENCE

1. Experience working in a busy sales team, handling a wide range of enquiries, and consistently meeting or exceeding challenging sales targets.
2. Relevant experience in the venue hire sector or a similar field, coordinating and facilitating events.
3. Experience working with databases and data capture/entry would be desirable.
4. A strong interest in or a qualification in the arts or design.

SKILLS & ABILITIES

1. A personal commitment to and enthusiasm for Coin Street's ethos and mission.
2. Ability to drive a strong commercial performance while delivering a strong design and exhibition programme.
3. Excellent interpersonal skills and the ability to establish and sustain positive relationships, with strong negotiation and communication skills (verbal and written).
4. Highly organised, able to work under pressure to deadlines and to prioritise own workload.

5. Self-motivated with the ability to work within a team as well as on own initiative.
6. Computer literate including in the use of the Microsoft Office suite, databases and event booking systems.
7. Flexibility to work out of 'normal' office hours on occasion.

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), Income Protection and Critical Illness cover.

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

20% discount on nursery fees for staff whose children are enrolled in Coin Street Nursery.

LIFESTYLE

