



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.

Our commercial activity/income generating activity ranges from hosting conferences and events in our purpose built centre. to supporting London's top creative talent through our designer maker studios at Oxo Tower Wharf and/or shops/studios in Gabriel's Wharf.

This work is a central part/pillar of our efforts to support our neighbours and community to thrive.

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:	CUSTOMER SERVICE TEAM LEADER
Reports to:	Director of Communications and Engagement
Direct Reports	Help Desk team members x 3
Contract details:	Permanent, 37.5 hours per week (variable working patterns with occasional weekend work)
Salary range:	£31,000 - £34,000 per annum

ROLE SUMMARY

The Customer Service Team Leader is responsible for providing leadership, management, and hands on support to the Help Desk team to deliver excellent customer service. Under the supervision of the Team Leader, Help Desk staff provide a friendly and efficient front of house service to Coin Street Group customer, service users, and stakeholders.

TEAM OVERVIEW

The Help Desk team is positioned at the front of Coin Street's neighborhood centre and is the first point of contact to our customer, residents, service users, stakeholders and suppliers see when they visit the organisation.

The Help Desk team is the embodiment of Coin Street's customer service values and provide a warm and friendly greeting before helping our visitors with any queries they might have. The team also acts as a key information link between people who engage with Coin Street and the wide range of services and support the organisation provides.

The Help Desk team is recognised for its excellent customer service and consistently receiving high satisfaction scores and brilliant feedback.

KEY ACCOUNTABILITIES

CUSTOMER SERVICE

1. Leading and line managing the Help Desk team, and undertaking direct help desk services, to ensure excellent customer service at all times.
2. Ensuring there is an appropriate level of staffing to maintain the open hours of the Coin Street neighbourhood centre by overseeing rotas, maximising available cover, recruiting and inducting permanent and casual staff.
3. Providing a friendly and efficient internal and external front of house service by ensuring all visitors, phone calls and enquiries are handled efficiently and effectively.

4. Provide a warm, welcoming, prompt, knowledgeable and accessible front of house service to all Coin Street customers including residential and commercial tenants, conference clients and delegates, service users, suppliers and contractors, and potential users of the centre and Coin Street activities.
5. Work in collaboration with customer-facing staff across the organisation to ensure we are delivering a consistently high level of service and care to all our customers.

MANAGEMENT AND LEADERSHIP

6. Setting and measuring the performance of the team and ensuring objectives and KPIs are met.
7. Provide statistics, evaluations and analyses as required to support Coin Street business functions
8. Lead, manage and motivate a team capable of delivering individuals, team and organisation-wide objectives in a high performing manner.
9. Contribute to preparation, monitoring and control of the annual team budget.

COLLABORATION AND COMMUNICATION

1. Responsible for acquiring knowledge of, and providing up to date and appropriate information on, CSG activities by co-ordinating and liaising across teams. This includes seeking opportunities to cross-sell and promote CSG activities.
2. When appropriate, to provide support with community and commercial event servicing in accordance with the daily event and session schedule.
3. Support teams and colleagues in the organisation, in particular the Communications Directorate, by helping with administration tasks and providing support appropriate to the skill set within the team.
4. Liaise with appropriate staff on areas for improvement including items for immediate attention (e.g. cleaning or maintenance requirements) and items for future consideration (e.g. feedback from customers).
5. Develop effective internal and external relationships by maintaining excellent communications with staff, stakeholders and customers.

ADMINISTRATION AND HOUSEKEEPING

1. Ensuring the help desk and the lobby area is kept clean, tidy and welcoming.
2. Keep up to date and maintain a good knowledge of safety, fire safety and evacuation procedures.
3. Ensure all help desk team members are aware of the safety procedures for working at the help desk.

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. Proven experience of more than three years in a public-facing customer service role for a similar organisation
2. Relevant qualifications and training appropriate to the sector or equivalent experience.
3. Proven experience of delivering customer service to the highest standard
4. Proven experience of people and team management
5. Computer literate including use of Microsoft Office packages, databases and event booking systems.
6. Proven experience of dealing with a wide variety of enquiries in person by telephone or by email.
7. Excellent administration skills including data inputting.

SKILLS & ABILITIES

8. A personal commitment to and enthusiasm for Coin Street's ethos and mission.
9. Excellent communication and people skills.
10. High level of customer service skills.
11. Ability to manage, support, develop, motivate and delegate within a team.
12. Ability to work calmly under pressure and good problem-solving skills.
13. Organised approach, high levels of accuracy, attention to detail and good time management skills.

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

