

We're a  
neighbourhood  
like no other.  
Be part of it.



# Welcome to Coin Street.



## So what exactly is Coin Street?

We're a community-led social enterprise, meaning we use activism, connection and expertise to protect and nurture our local area.

Since we began our mission back in the 1980's, when our area of London's South Bank was largely unloved and derelict, we've worked tirelessly to create 13 acres of dynamic, welcoming and creative urban landscape. Here we provide homes, public spaces, and opportunities for independent businesses to flourish.



## But it's not just about spaces...

As well as maintaining buildings and businesses, we offer sports, health and wellbeing initiatives to the community, along with support and education for people of all ages.

We're here every day, for everyone.



Job pack

Coin Street 

# Who you are.

You're driven, innovative and ready to make a difference to people from ALL walks of life, in a neighbourhood with an incredible history and an even more exciting future.

If you're passionate about what people can achieve together, and the positivity forged from community, join us in our mission to foster inclusivity, growth, and well-being for all in this very special place.



## Why join us?

- Make a unique difference in a unique place.
- Thrive in a dynamic community, with a passionate team
- Grow your skills and career while helping to change lives for the better.

**Ready to take action?**

# JOB DESCRIPTION

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<b>The role:</b>	<b>HELP DESK TEAM CASUAL MEMBER</b>
<b>Reports to:</b>	<b>Customer Service Team Leader</b>
<b>Contract:</b>	<b>Zero-hours contract, flexible hours</b>
<b>Salary:</b>	<b>£14.13 per hour</b>

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## Role summary

The Help Desk Team Casual Member plays an important role within the Communication and Information team. This role is responsible for providing a welcoming, efficient, knowledgeable and friendly front of house service in person, by phone and by email to all Coin Street customers and stakeholders. Our community and customers include commercial and resident tenants, service users, conference organisers and their delegates, staff, visitors to the Coin Street neighbourhood centre, and all those enquiring about Coin Street's products and services.

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## Team overview

The Help Desk team consists of two full time and two part-time members and is supported by casual team members. The team sits within the wider Communications Directorate.

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## Key accountabilities

1. Staff the help desk/reception appropriately, maintaining a welcoming and organised lobby area with up to date and relevant information about Coin Street activities.
2. Greet visitors in a friendly and informative way.
3. Answer and direct telephone calls promptly, taking messages and dealing efficiently with general queries.

4. Manage Coin Street's incoming and outgoing mail.
5. Acknowledge incoming emails and deal with queries promptly; supporting maintenance requests procedures and direct them to the relevant team.
6. Remain up to date with all of Coin Street's activities to provide prompt and correct information in response to queries.
7. Provide servicing support to community programmes activities and any other commercial events in accordance with the daily schedule.
8. Handle monies in-keeping with the organisation's financial procedures.
9. Keep up to date and maintain a good knowledge of safety, fire safety, and evacuation procedures.
10. Support other teams and colleagues with their administrative tasks.
11. Undertake any other reasonable duties, as may be required from time to time, as consistent with the scope of this role.

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## 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

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## Knowledge and experience

1. Proven experience of successfully working in a similar role.
  2. Proven experience of working in a public facing environment.
  3. Communication or customer service qualification would be desirable.
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## Skills and abilities

1. A personal commitment to and enthusiasm for Coin Street's ethos and mission.
2. Excellent communicator (written, telephone, and face to face) at all levels.
3. High level of customer service skills, with a positive, enthusiastic, and confident approach.
4. Proficient in Word, Excel, and Outlook, plus data input.
5. Team player and able to work confidentially on own initiative.
6. Good time management and organised approach.
7. A positive 'can do' attitude.
8. Flexibility to work evenings and weekends if required with time off in lieu granted.