



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:	BUILDING SERVICES MANAGER
Reports to:	Head of Property & Facilities
Direct reports:	Facilities Coordinator
Contract details:	Full time, 35 hours per week, permanent
Salary range:	£51,000-£55,000 per annum

ROLE SUMMARY

To manage the day-to-day maintenance and development of the mechanical and electrical services across the Coin Street estate, as well as lead and project manage planned projects following condition surveys. You will be involved in supporting Coin Street in planning and costing our renewal strategy for the future. You'll have managerial and project management oversight and a good understanding of typical building and plant management systems.

TEAM OVERVIEW

This role sits within the Property & Facilities team [PFM] of eight team members within an organisation of around 80 staff. The PFM team ensure our 13-acre site, consisting of residential homes, commercial and retail properties, community spaces and public realm are well-maintained, clean and safe.

KEY ACCOUNTABILITIES

1. Undertake the day-to-day management of the M&E and hard services contracts ensuring KPIs are met/exceeded.
2. Oversee maintenance callouts and requests by ensuring M&E and hard services contractors complete tasks to a high standard and as per prescribed response times.
3. Ensure that all contractors and their staff provide excellent customer service both internally and externally
4. Explore and implement innovative, environmental and sustainable ways to increase the efficiency and productivity of M&E and hard services contracts.
5. Maintain an oversight of strategic issues relating to the delivery of M&E and hard services contracts.
6. Monitor the condition of M&E-related assets across the estate, make recommendations for action and where appropriate obtain quotations and ensure that approved work is carried out to appropriate standards. Proactively seek to improve our asset management services and performance.

7. Work closely with the Head of PFM to review and negotiate contract cost submissions to obtain best value for money for Coin Street.
8. Ensure Coin Street's Health & Safety Policy and Procedures are carried out, undertaking risk assessments, health and safety inspections where appropriate. Ensure that direct reports are trained in, and respective contractors adhere to all relevant health and safety matters pertaining to their duties.
9. Lead, manage and develop the Facilities Coordinator. Agree objectives, delivery targets and KPIs. Create opportunities for personal development for engagement in cross team projects.
10. In conjunction with the Head of PFM develop and monitor budgets agreed in relation to areas of responsibility. Implement and comply with Coin Street's financial procedures.
11. Undertake relevant and appropriate training in key areas e.g. procurement and Health & Safety.
12. Undertake any other reasonable duties, as may be required from time to time, as consistent with the scope of this role.

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. Significant experience in an engineering facilities role within multi building services.
2. Duly qualified (minimum HND) in mechanical or electrical engineering or demonstrable extensive trade experience
3. Experience of managing an outsourced mechanical and electrical contract
4. Experience of Construction Design Management Regulations (CDM).
5. Evidence of introducing or managing an asset management process, understanding condition surveys and producing a cyclical repair and replacement programme
6. Trained and working knowledge of Health & Safety legislation with experience of managing health and safety and of conducting and reviewing risk assessments
7. Experience in project and/or contract performance management, including contract review, negotiation and tender processes

SKILLS & ABILITIES

8. A personal commitment to and enthusiasm for Coin Street's ethos and mission
9. Ability to manage a varied workload and work under pressure, prioritizing tasks as appropriate to meet deadlines.
10. Strong influencing and persuasion skills with ability to establish good working relationships with colleagues, contractors, clients, residents and public.
11. Excellent communication skills, both verbal and written, with strong computer skills
12. Self-motivated with the ability to work within a team as well as on own initiative
13. Flexibility where occasionally 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

