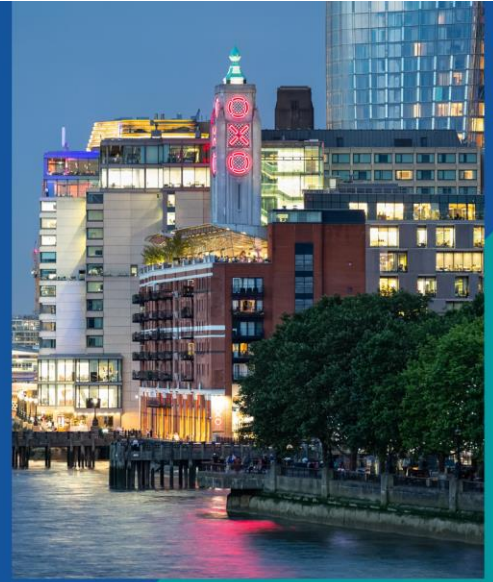


We're a
neighbourhood
like no other.
Be part of it.



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?

The role.

Job title: SENIOR COMMERCIAL MANAGER

Reports to: Property Director

Contract: Full Time, Fixed-Term (12 months),
35 hours per week

Salary: £53,000 per annum

About the role

You will lead the commercial team to deliver commercial events, activations and activities aimed at growing commercial income over time and providing a vibrant environment which is attractive to the highest quality businesses, brands and commercial partners. You are responsible for growing sustainable commercial income, developing strong commercial partnerships and delivering high quality events across world class locations along London's Southbank.

Who you will work with

The commercial & asset team are responsible for delivering property management and commercial activity that drives sustainable commercial value and community benefit. You will directly manage the Events Manager and Events Coordinators.

Your day-to-day

Responsibility for:

1. performance and cohesion of the commercial and events team
2. negotiating and managing commercial transactions for events, commercial partnerships and commercial contracts.
3. managing the commercial budget and income targets with tight focus on the optimising asset specific income..

4. developing marketing intelligence to build a sales pipeline for commercial events and conferences. Identify and explore additional cash generation activities including formation of commercial partnerships.
5. ensuring commercial activities are delivered safely, contractual duties complied with and events are compliant with all related statutory requirements
6. developing and maintaining competitive pricing structures and ensure profitable commercial activity
7. ensuring a high-quality customer experience, complaint management and driving a culture of continual improvement in service standards
8. co-ordinating marketing and advertising to maximise commercial returns.

Contribute to:

9. work with the property asset manager to develop and execute commercially robust asset management plan across the portfolio and identify commercial risk and mitigation planning.
10. contribute and help manage a coherent commercial strategy across the asset portfolio with clear metrics and performance measures
11. a culture that delivers safe working practices and high-quality environments.

Management responsibilities:

12. hold self and others accountable, setting standards and following through on commitments
13. make sound, evidence-based decisions, identifying root causes, applying good judgement, and balancing short term needs with long term priorities
14. build an inclusive, high trust, and accountable team culture while consistently demonstrating organisational behaviours and values ensuring everyone feels respected and able to contribute
15. develop people and capability through coaching, mentoring, tailored development plans, and by creating opportunities for growth and skill building and confidence manage performance proactively by setting clear expectations, hold regular check ins, give constructive feedback, and address issues promptly and fairly
16. enable delivery by removing obstacles and empowering the team, supporting problem solving and encouraging continuous improvement and innovation
17. promote wellbeing and sustainable performance, monitoring workload, addressing risks early, and creating a supportive environment where people can thrive.

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.*

We do this by:

- *Respecting each other through kindness, empathy, and consideration.*
- *Asking questions and listening well to each other.*
- *Holding an open mind and seeking out new possibilities and opportunities.*
- *Actively involving others to better understand the value they bring.*
- *Holding ourselves and each other to account on what we will do and when we will do it.*
- *Creating time and space for reflecting and growing from our learning.*
- *Challenging unhelpful behaviours and intolerance constructively.*

Who we're looking for.

Knowledge and experience

1. Demonstrable experience in sales, negotiation and building commercial relationships
 2. Minimum 2–3 years' experience of managing teams and embedding a performance culture
 3. Customer facing commercial experience ideally in the hospitality/service/event management sector
 4. Breadth of commercial knowledge events, conferencing, advertising, commercial brand activations
 5. Formal qualifications are not a prerequisite for this role, but desirable qualifications include a degree or professional qualification in a commercial, business, marketing, hospitality or events related discipline, alongside relevant leadership or management training. Professional development in sales, customer experience or events management is also desirable.
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Skills and abilities

1. A personal commitment to and enthusiasm for Coin Street's, purpose, values, ethos, and mission.
2. Strong leadership and team-development skills, with the ability to coach and motivate staff to deliver high performance and challenge and manage poor performance
3. Proven sales and negotiation skills with strong commercial acumen and entrepreneurial ability to build business cases for new propositions and developing new income streams
4. Excellent relationship management skills, building effective working relationships with customers, partners and internal teams by raising organisational standards
5. Able to influence at senior level with confident dispute resolution and complaint-handling ability, managing customer issues professionally and protecting commercial reputation
6. Awareness of social impact and ability to balance commercial performance with social outcomes
7. Strong digital literacy including use of systems, platforms and databases.

What's in it for you.



Holiday

Take a break with 35 days of leave per year (inc Bank Holidays), increasing with your length of service.

Pension

Save for your future with our 5% pension contribution, when you contribute at least 3%.

Protection

We're here for you, with Income Protection, Death In Service benefit (3 x salary), and Critical Illness cover.

Investment in you

We're committed to your training & development, including regular progress & support reviews, and training opportunities.

Wellbeing

We prioritise your wellbeing with webinars, courses, mediations, and therapy session, plus free gym membership at Colombo Centre.



Sick pay

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

Flexible working

We trust you to do your job, so where possible, we offer flexible working and hybrid working.

Community

Feel part of our community with information and team building days, plus plenty of socialising.

Staff discounts

Enjoy a wide range of discounts from retailers and service providers for shopping, dining, experiences, car maintenance, study, and more.

Nursery discounts

Enroll your kids in our nursery, and receive 20% discount on nursery fees.

Job pack

Coin Street 