

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:	COMMUNICATIONS OFFICER
Reports to:	Head of Communication & Engagement
Contract:	Permanent, Part Time 2 days per week
Salary:	£13,440 per annum (£33,600 FTE)

About the role

Deliver communications, content and administrative support activities that help maintain effective communications channels, audience engagement and organisational visibility across Coin Street's activities.

Reports to the Head of Communications & Engagement and provides practical support across communications delivery, content creation, digital channels, campaigns and stakeholder communications. The role works closely with colleagues across the organisation to help coordinate, produce and distribute communications materials.

Who you will work with

The Communications & Engagement team supports the CEO and wider organisation through communications planning, digital engagement, content development and brand coordination. Communications activity is primarily delivered within operational teams, with the Communications & Engagement team providing expertise, coordination, guidance and delivery support for organisation-wide priorities, major initiatives and shared communications channels.

Your day-to-day

Responsible for:

1. maintaining the quality, accuracy and consistency of communications content, records and digital communications materials within their area of responsibility
2. ensuring communications activities are delivered in line with agreed brand standards, editorial processes and publishing requirements
3. creating, editing and publishing content across digital channels including websites, social media, email communications and other organisational platforms
4. supporting the delivery of communications campaigns, events, engagement activities and promotional initiatives through content preparation, scheduling and coordination
5. coordinating routine communications requests from teams across the organisation, ensuring materials are produced accurately and within agreed timescales
6. maintaining website content, image libraries, communications assets and digital information resources, ensuring materials remain up to date and accessible
7. supporting communications reporting activities by gathering audience data, engagement metrics and campaign performance information

Contributes to:

8. community engagement activities by producing and distributing communications that help residents, participants and stakeholders access programmes, services and opportunities.
9. commercial events, venue promotion & customer communications by supporting marketing materials, promotional campaigns and information distribution on behalf of operational teams.
10. internal communications and organisational culture by helping distribute information, share organisational news and support engagement with organisational priorities and initiatives.
11. fundraising, partnerships and impact storytelling by developing content, case studies and communications materials that help communicate organisational impact and strengthen stakeholder engagement.

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. Formal qualifications are not required for this role but desirable qualifications include a degree or experience in communications or a related discipline.
2. Experience of supporting communications delivery across digital channels and organisational audiences.
3. Experience of producing communications content and materials for campaigns, events or engagement activities.
4. Experience of maintaining communications content, digital assets and information resources.
5. Experience of working with brand guidelines, editorial processes and publishing requirements.
6. Knowledge of digital communications, content management and audience engagement good practice.

Skills and abilities

1. A personal commitment to and enthusiasm for Coin Street's, purpose, values, ethos, and mission.
2. Able to coordinate communications requests and produce materials within agreed timescales and standards.
3. Able to support colleagues across the organisation with communications, content and engagement activities.
4. Excellent written communication skills with the ability to create clear, engaging and accurate content.
5. Ability to adapt content and messaging for different audiences and channels.
6. Good digital skills, including confidence using social media platforms and standard office software.
7. Strong organisational skills with the ability to manage competing priorities and meet deadlines.
8. Ability to work collaboratively with colleagues across different teams.
9. Ability to work independently while knowing when to seek guidance.

10. Enthusiastic, proactive and keen to learn. Passionate about helping people stay informed and engaged.
11. Creative with a strong interest in communications and storytelling.
12. Organised and committed to delivering high-quality work.
13. Inclusive in approach and committed to equality, diversity and inclusion.
14. Basic graphic design skills using software such as Canva or Adobe Creative Suite.
15. Photography, video creation or multimedia content development skills.
16. Experience using analytics, scheduling or digital marketing tools.

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.



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