

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:	DIRECTOR OF COMMUNITY
Reports to:	Chief Executive
Direct reports:	Lead Safeguarding Practitioner; Head of Early Years Education; Senior Community Manager
Contract:	Job Share, Permanent, 3 days per week
Salary:	£45,000 at 3 days (£75,000 full time equivalent) per annum

About the role

Provide strategic leadership for Coin Street's community activity across the full life course, ensuring services are inclusive, high-quality, financially sustainable and operate as a coherent community-building system that delivers lasting social impact.

Reports to the CEO and leads the Community Hub, providing strategic oversight of community services, safeguarding, impact, partnerships, fundraising alignment and organisational learning across all life stages and community programmes.

This role forms part of a senior job-share arrangement. Together, the two postholders provide leadership for Coin Street's Community Hub. While your counterpart will lead our youth work, adult and older people's programmes and community participation activities, this role has primary responsibility for our early years, family support and safeguarding functions.

Who you will work with

The Leadership Team is responsible for setting organisational direction, overseeing performance and risk, developing organisational capability and ensuring Coin Street

balances purpose with financial sustainability. Working collectively across community, commercial and operational activities, the team provides strategic leadership and stewardship for the long-term success of the organisation.

The Community Hub exists to strengthen social connection, wellbeing and participation across the neighbourhood through a coherent offer spanning early years, families, children, young people, adults and older people. The Directorate brings together Nursery Education, the Community, Youth and Family Hub, safeguarding, fundraising and operational support functions under a shared Theory of Change, enabling community activity to be high quality, evidence-led, financially sustainable and connected across life stages. The Directorate also develops strategic partnerships, secures funding, measures impact and ensures safeguarding, quality and compliance are embedded across all services and delivery partners.

Your day-to-day

Responsible for:

1. providing whole-system leadership and a single vision and theory of change across early years, family support, youth work, adult participation and community programmes, ensuring alignment between services and preventing siloed development
2. leading strategic decisions on service prioritisation, resource allocation, growth, redesign and community investment where demand, funding and organisational capacity require trade-offs
3. providing strategic assurance to Boards, funders and stakeholders regarding impact, performance and organisational learning
4. leading strategic oversight of community delivery, ensuring services remain safe, viable, effective and responsive to changing community needs and organisational priorities, and responsive to the needs of our neighbourhood.
5. holding ultimate accountability for safeguarding culture, governance and standards across all community activity and ensuring effective assurance arrangements are maintained. Acting as the organisations Designated Safeguarding Lead.
6. acting as the senior escalation point for significant operational risks, cross-service dependencies and partnership issues that cannot be resolved at service level
7. shaping the strategic direction of fundraising, community funding, partnerships and income generation, ensuring programmes remain fundable, deliverable and aligned to community outcomes.

8. ensuring robust systems exist for measuring and evidencing impact, learning and outcomes, providing assurance to funders, boards and stakeholders regarding the effectiveness of community activity.
9. building the leadership capacity, capability and succession strength of the Community Hub
10. acting as a senior ambassador for Coin Street's community mission, developing strategic relationships with commissioners, statutory agencies, funders and community partners.
11. leading strategic decisions regarding programme growth, redesign, partnership delivery and resource allocation where demand, funding and organisational capacity require trade-offs.
12. contributing community insight, safeguarding considerations and social impact perspectives into Leadership Team decision making, strategy development and portfolio prioritisation.
13. sponsoring a shared Theory of Change and ensuring evidence, impact and learning inform decision-making and continuous improvement
14. contributing actively to the wider leadership, stewardship and long-term development of Coin Street.

Contributes to:

15. organisational strategy and placemaking by ensuring community insight, relationships and outcomes inform broader decisions regarding the estate, partnerships and long-term development.
16. leadership team stewardship of organisational culture, capability development and transformation initiatives that strengthen Coin Street as an integrated organisation.
17. external influence, advocacy and partnership development by representing community perspectives and strengthening relationships across the wider ecosystem.

Management responsibilities

18. Hold self and others accountable, setting standards and following through on commitments.
19. Make sound, evidence-based decisions, identifying root causes, applying good judgement, and balancing short-term needs with long-term priorities.
20. Build an inclusive, high-trust, and accountable team culture while consistently demonstrating organisational behaviours and values ensuring everyone feels respected and able to contribute.
21. Develop people and capability through coaching, mentoring, tailored development plans, and by creating opportunities for growth and skill-building and confidence.

22. Manage performance proactively by setting clear expectations, hold regular check-ins, give constructive feedback, and address issues promptly and fairly.
23. Enable delivery by removing obstacles and empowering the team, supporting problem-solving and encouraging continuous improvement and innovation.
24. 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. Relevant professional qualification in education, early years, youth work, community development, social care, management or a related field, or equivalent professional experience.
2. Leadership, management or organisational development qualification would be desirable.
3. Significant senior leadership experience across community, family, youth, early years, place-based or related services.
4. Experience leading across multiple service areas rather than a single specialist discipline.
5. Experience developing and implementing strategy within complex service environments.
6. Experience working across more than one stage of life, for example early years, youth, adult or community services would be desirable.
7. Experience of organisational transformation, service integration or operating model redesign would be desirable.
8. Understanding of regulated environments including safeguarding, early years provision, inspection or commissioning frameworks would be desirable.

Skills and abilities

1. A personal commitment to and enthusiasm for Coin Street's, purpose, values, ethos, and mission.
2. Able to provide strategic leadership across a diverse portfolio of community, family, youth, early years and participation services.
3. Able to create a coherent vision across multiple services and ensure teams work together as a connected system rather than separate functions.
4. Able to build and maintain effective relationships with commissioners, funders, statutory services, community organisations and other strategic partners, including funding models such as grants, contracts, partnerships, earned income and sustainable service delivery.

5. Able to lead senior managers and develop a culture of collaboration, accountability, learning and continuous improvement.
6. Able to analyse complex information and make sound decisions balancing community need, organisational priorities and available resources.
7. Able to communicate effectively with Boards, funders, senior stakeholders, partners and community representatives.
8. Able to lead organisational change, service development and cross-functional improvement initiatives.
9. Able to use evidence, insight and performance information to inform strategy and decision-making.
10. Able to identify strategic risks and provide effective oversight of safeguarding, quality and organisational performance.

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.