



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:	EXECUTIVE ASSISTANT TO DEPUTY GROUP DIRECTOR (MAT COVER)
Reports to:	Deputy Group Director 12-month fixed term contract (maternity cover)
Contract details:	35 hours per week, Full Time Hybrid location with min. 3 days in the office
Salary range:	£34,000 per annum

ROLE SUMMARY

The Deputy Group Director (DGD) is one member of a small leadership team of five. The DGD is directly responsible for overseeing the commercial and property and facilities divisions alongside strategic development of the organisation.

The Executive Assistant will ensure that the DGD is organised to allow her to focus on priorities and ensure that she and her division deliver their strategic objectives. We are looking for an experienced EA with strong instincts and a passion to get things right. They will be the sort of person willing to roll up their sleeves and get involved. This is a busy role, so the post-holder needs to be highly organised and meticulous, able to cope with managing multiple tasks and demands at the same time.

TEAM OVERVIEW

This role sits within Group Director's Office (GDO) of five leadership team members and three executive assistants. The executive assistants support the leadership team and board to meet their strategic objectives.

KEY ACCOUNTABILITIES

1. Provide comprehensive and seamless administrative support to the Deputy Group Director, including effective inbox and diary management, travel arrangements, meetings, making decisions about priorities and schedules, administrative systems and filing management.
2. Play an effective and appropriate gatekeeping role as the primary point of contact, dealing with incoming calls, email and post.
3. Identify and resolve issues which can be managed without the Deputy Group Director's direct personal involvement.
4. Develop an understanding of the Deputy Group Director working style and priorities in order to facilitate effective administrative support and to represent her effectively to internal and external stakeholders.

5. Manage specific projects on behalf of the Deputy Group Director, often of a complex, sensitive and confidential nature.
6. Provide high level administrative support on confidential matters, undertake research and compile information, and conduct correspondence across a wide range of issues.
7. Management of workflow and deadline monitoring systems in relation to the Deputy Group Director and Divisional Heads.
8. Co-ordinate managers in the Deputy Group Director division to deliver agreed deadlines.
9. Support the Group Directors Executive Assistant as required in the smooth running of all Leadership team meetings and away days, including scheduling and diarising meetings, drafting agendas, preparing and circulating papers, taking minutes as required, chasing actions and managing all logistical arrangements.
10. Develop a thorough understanding of Leadership team priorities and ways of working and represent its members effectively to internal and external stakeholders.
11. Assist when required with servicing the Boards of the Coin Street Group and their associated working groups, including agreeing agendas, preparing and circulating papers, taking minutes as required, chasing actions and managing all logistical arrangements.
12. Assist when required with liaising with the Boards and Leadership team to ensure smooth running of Board meetings, ensuring timely production of approved agenda and preparation of relevant papers.
13. Assist with co-ordinating induction programmes for new Board members.
14. Manage events on behalf of the Group Directors Office.
15. Work collaboratively with other Executive ~~and Personal~~ Assistants supporting the Leadership team to ensure that deadlines of the Deputy Group Director and wider Group Directors Office are managed effectively with projects and tasks progressing effectively and being delivered and completed to a high standard.
16. Undertake such other activities as the Deputy Group Director may reasonably require.

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.*

PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE

1. Experience of working as a proactive EA/PA to an Executive Director
2. Extensive experience in co-ordinating internal and external meetings, with the ability to manage last minute changes
3. A good command of the English language and a proven record of accurate minute-taking
4. Excellent administration, office and IT skills including Word, PowerPoint, Outlook and Excel
5. Experience of working in an information sensitive environment
6. A demonstratable ability to communicate effectively with employees and external stakeholders at a variety of levels, communicating with clarity and confidence
7. Ability to research, analyse and summarise information.

SKILLS AND PERSONAL QUALITIES

8. A personal commitment to and enthusiasm for Coin Street's ethos and mission
9. Highly organised with the ability to work under own initiative and under direction with a friendly and helpful disposition.
10. Outcome-focused and proactive, with the foresight and judgement to act if required, understanding the importance of following through on commitments and meeting assigned deadlines
11. Team player with excellent interpersonal skills and the ability to lead and build effective partnerships with individuals and organisations

12. Ability to prioritise workloads, work to deadlines, and work under pressure – managing competing demands effectively
13. Excellent attention to detail with the ability to work to a high degree of accuracy
14. Flexibility and adaptability, including attendance at meetings outside core working hours, including some evenings and, on occasion, weekends
15. Ability to maintain strict confidentiality at all times, being tactful and diplomatic when dealing with sensitive issues

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

