



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.

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:	HELP DESK TEAM CASUAL MEMBER
Reports to:	Help Desk Team Leader
Direct reports:	None
Contract details:	Flexible Hours
Salary range:	£12.06 per hour

ROLE SUMMARY

The Help Desk Team Casual Member plays an important role within the Communication and Information team. This role is responsible for providing a welcoming, efficient, knowledgeable and friendly front of house service in person, by phone and in writing to all Coin Street customers and stakeholders. Our community and customers include commercial and resident tenants, service users, conference organisers and their delegates, staff, visitors to the Coin Street neighbourhood centre, and all those enquiring about Coin Street's products and services.

TEAM OVERVIEW

The Help Desk team consists of three full time members and is supported by casual team members. The team sits within the wider Communications Directorate of seven additional colleagues who are responsible for internal and external communications, fundraising, marketing and stakeholder engagement.

KEY ACCOUNTABILITIES

1. Staff the help desk/reception appropriately, maintaining a welcoming and organised lobby area with information about Coin Street activities up to date and relevant.
2. Greet visitors in a friendly and efficient way.
3. Answer and direct telephone calls promptly, taking messages and dealing efficiently with general queries.
4. Manage Coin Street's incoming and outgoing mail.
5. Acknowledge incoming emails and deal with queries promptly; supporting maintenance requests procedures and direct them to the relevant team.
6. Remain up-to-date with all of Coin Street's activities in order to provide prompt and correct information in response to queries.
7. Provide servicing support to community programmes activities and any other commercial events in accordance with the daily schedule.

8. Handle monies in-keeping with the organisation's financial procedures.
9. Keep up to date and maintain a good knowledge of safety, fire safety and evacuation procedures.
10. Support other teams and colleagues with their administrative tasks.
11. 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.*

PERSON SPECIFICATION

KNOWLEDGE & EXPERIENCE

1. Educated to A Level
2. Proven experience of successfully working in a similar role
3. Proven experience of working in a public facing environment
4. Communication or customer service qualification would be desirable

SKILLS & ABILITIES

5. A personal commitment to and enthusiasm for Coin Street's ethos and mission
6. Excellent communicator (written, telephone, face to face) at all levels
7. High level of customer service skills, with a positive, enthusiastic, and confident approach
8. Proficient in Word, Excel and Outlook, plus data inputting
9. Team player and able to work confidentially on own initiative
10. Good time management and organised approach
11. A positive and 'can do' attitude
12. Flexibility to work evenings and weekends if required with time off in lieu granted

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, meditations, 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

