



# 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

<b>ROLE:</b>	<b>SALES AND EVENTS COORDINATOR (CONFERENCES)</b>
Reports to:	Business Development Manager
Contract details:	Permanent, 35 hours per week
Salary range:	£28,800 per annum

## ROLE SUMMARY

The Conference Sales and Events Co-ordinator plays a vital role within the commercial team, working to meet and exceed monthly and annual sales targets while managing event suppliers and staff and ensuring high levels of customer satisfaction.

## TEAM OVERVIEW

The commercial team generate income through conferencing, events, exhibitions and rent on our commercial properties across our 13-acre site, including Oxo Tower Wharf and Gabriel's Wharf. Our conference and meeting business is a major contributor of £1.2m to the group income. This temporary role sits within a commercial team of seven permanent team members within an organisation of around 80 staff.

## KEY ACCOUNTABILITIES

### SALES

1. Respond quickly and efficiently to all incoming sales enquires, providing appropriate information, follow up, conducting show rounds to convert enquires to bookings and ensuring that the rooms are sold to allow maximum occupancy and income generation.
2. Maintain regular contact with active clients and their colleagues to encourage repeat business.
3. Maintain and grow the sales contact database to provide valid client information for future promotions including undertaking re-solicitation calls.
4. Work closely with the Sales and Events Manager and Head of Commercial to promote the venue and create relevant and engaging marketing campaigns.
5. Promote the conference facilities to new and existing clients and attend industry events as required.

## **EVENT COORDINATION**

6. Liaise with clients to ensure that all aspects of their events are understood, advising as appropriate if arrangements need consideration.
7. Liaise with external suppliers where necessary to deliver the event as required.
8. Ensure all information relating to an event is promptly recorded on the booking system to keep a clear communication channel between the sales and operations teams to ensure the smooth delivery of events.
9. Keep the booking system updated with all charges, amendments and changes to allow accurate and prompt invoicing and ordering of supplies as appropriate.
10. Collaborate closely with the Help Desk team to ensure high customer satisfaction and implementation of agreed arrangements.
11. Maintain regular contact with clients to achieve an overall client/customer satisfaction rating of 95% excellent or good.

## **ADMINISTRATION**

12. Contract bookings in a timely manner and ensure that clients meet all agreed deadlines.
13. Record the progress of all enquires and prepare reports as requested by the Sales & Events Manager and Head of Commercial.
14. Effectively communicate sales and events information to internal stakeholders and advise the Head of Commercial of any high-profile events or organisations considering using the neighbourhood centre.
15. Ensure that appropriate contracts and invoices are produced and distributed in a timely manner and that adequate systems are in place to ensure all deadlines are met.
16. Ensure records of correspondence and other documentation is filed in the shared filing system to ease communication and retrieval.

## OTHER

17. Provide cover and support for other members of the commercial team when required.

On occasion, to duty manage events to protect CSCB property.

18. Stay up to date with industry standards and progressions.
19. Implement improvements in both customer service standards and the physical facility.
20. 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. Proven experience of more than two years in the conference and meetings industry or a relevant sector.
2. Relevant qualifications and training appropriate to the sector or equivalent experience.
3. Proven experience of delivering customer service to the highest standard
4. Track record meeting/exceeding sales targets.
5. Computer literate including use of Microsoft Office packages, databases and event booking systems.
6. Proven experience of dealing with a wide variety of enquiries in person by telephone or by email.
7. Understanding of conference layouts, catering requirements, event facilitation and client management.

### SKILLS & ABILITIES

8. A personal commitment to and enthusiasm for Coin Street's ethos and mission.
9. Ability to secure strong commercial performance while delivering social outcomes, with a flexible approach and commitment to achieving results.
10. Excellent negotiation skills and a strong communicator, both in writing and verbally.
11. Excellent interpersonal skills and the ability to establish and sustain positive relationships, working effectively within a team as well as on own initiative.
12. Excellent attention to detail.
13. Highly organised, able to work under pressure and to prioritise and manage own workload and meet multiple deadlines.
14. Calm and confident approach with a proactive attitude.

# 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

