



# 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

<b>ROLE:</b>	<b>WORKPLACE MANAGER</b>
Reports to:	Chief Financial Officer
Direct reports:	None
Contract details:	Full time, 35 hours per week, fixed-term contract (12 months)
Salary range:	£41,000-£45,000 per annum depending on experience

## ROLE SUMMARY

To be responsible for the planning and roll-out of our office transformation to accommodate effective hybrid working. As Coin Street adjusts to a re-defined understanding of the workplace, employees have a new expectation for employee care and work flexibility. This role will include consideration of how we achieve an optimal hybrid working culture and as an organisational expert will become the champion of the new hybrid office.

The potential of this role is to help create an office environment that is enjoyable to come to, impactful to work in and has an atmosphere that emphasises cross-organisational collaboration.

## TEAM OVERVIEW

This role is new and sits within the Finance, People & Team Building and IT directorate, reporting to the Chief Financial Officer. The cross-organisation reach of this role will require close collaboration not just with the teams above but with all Coin Street teams. Coin Street is an organisation of around 80 staff based in one location, across three floors of the Coin Street neighbourhood centre, with a majority of the workforce currently working a proportion of their week from home.

## KEY ACCOUNTABILITIES

1. Work with People & Team Building and engage directly with employees, supporting cultural transformation to create a hybrid plan for Coin Street, so that we can continue to hire and retain the best employees.
2. To create a project plan and help to manage the process of transforming the office, structuring the different work environments required by employees to better support hybrid working, as well as address the culture, space and technological changes required to streamline this; a broad brief encompassing supporting the organisation to develop and implement a physical and digital information storage and archiving process, including working in partnership with all teams as we migrate our server to SharePoint.
3. In liaison with finance and Leadership team, help to set the budget for the project and manage the budget to completion of the project once approved.

4. To liaise with relevant internal stakeholders regarding logistics, facilities management, IT infrastructure, finance, and staff communications; developing and streamlining facilities and processes for hot-desking; establishing need and facilities required for in person meeting rooms and co-working spaces as well as helping employees set up efficient workplace set-ups at home for remote working days.
5. Work with internal and external stakeholders to design and agree appropriate layout and furnishing of the office space.
6. To manage timelines and logistics to ensure that works are carried out and completed within agreed timescales with minimal business interruption.
7. To liaise with, source and vet external suppliers and contractors, review costs and work within budgets in close collaboration with both the IT and Property and Facilities team.
8. To deliver the project in compliance with Coin Street's Health & Safety Policy and Procedures, ensuring that work carried out is done safely through risk assessments and health and safety inspections.
9. 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. Experience of being a self-starter, working independently with small / medium companies on transformation / change projects
2. Previous experience as an office/facilities manager working with and communicating directly to employees
3. Experience of setting up physical/digital filing systems
4. Experience with office moves and/or refurbishments
5. Knowledge of various technology and solutions available to facilitate hybrid working
6. Suitably qualified or trained in Health & Safety with experience of managing health and safety and of conducting and reviewing risk assessments
7. Experience in project and/or contract management, including contract review and tender processes

### SKILLS & ABILITIES

8. A personal commitment to and enthusiasm for Coin Street's ethos and mission
9. Ability to establish good working relationships with colleagues, contractors, clients, etc and experience of facilitating feedback sessions from groups of people to understand concerns and issues
10. Highly organised and ability to manage a varied workload and work under pressure, prioritising tasks as appropriate to meet deadlines
11. Excellent communication skills, both verbal and written
12. High level of digital literacy and fluency in a range of software solutions to improve the modern workplace.
13. Self-motivated with the ability to work within a team as well as on own initiative
14. Flexible approach and commitment to achieving results

# 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

