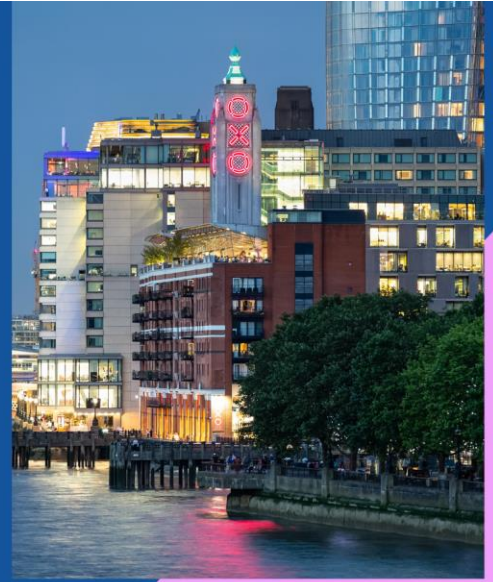


We're a
neighbourhood
like no other.
Be part of it.



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.

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: | MAINTENANCE OFFICER |
| Reports to: | Surveyor |
| Contract: | Permanent, Full Time, (35 hours per week) |
| Salary: | £31,000 |

About the role

The maintenance officer plays an important role within the Property & Facilities (PFM) team to ensure that we provide a responsive and effective maintenance service across our site and for our tenants and clients. The role will work closely with our other maintenance officer, the PFM team and other teams across the organisation delivering a proactive and reactive maintenance service.

Who you will work with

This role sits within the PFM team of ten team members within an organisation of around 125 staff. The PFM team ensure our 13-acre site, consisting of residential homes, commercial and retail properties, community spaces and public realm are well-maintained, clean and safe.

Your day-to-day

1. Respond to and assess maintenance requests and 'make safe' and/or complete works as promptly and efficiently as possible, liaising with the Building Surveyor and other members of the PFM team as necessary.
2. Undertake general maintenance and repair tasks as required ensuring that a consistent and high-quality service is provided.

3. Report and where appropriate resolve any health and safety risks or hazards. Ensure safe working practices are employed at all times, and ensure all tools and equipment are maintained in good working order.
4. Conduct general maintenance and other inspections on an ongoing basis and be responsible for carrying out any necessary remedial works.
5. Provide accurate and timely information to the Building Surveyor, and other PFM staff as appropriate to ensure that the property management system and asset management data is kept up to date and that stakeholders are kept informed of job progress and completion.
6. Assist the Surveyor in the planning and development of minor works and project programmes as required.
7. Develop and maintain relationships with internal and external stakeholders, attending and supporting meetings as required and providing exemplary customer service.
8. Undertake such tasks and duties as may be required by the Surveyor and Head of PFM, from time to time.

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.*

Who we're looking for.

Knowledge and experience

ESSENTIAL

1. A minimum of three years' experience in a similar role.
2. Knowledge and proven practical experience of delivering front line fabric/building maintenance services, such as plumbing, electrical, repairing fixtures and fittings.
3. Knowledge and experience of small-scale project and refurbishments and health and safety relating to this type of field.

DESIRABLE

4. A recognised Maintenance Qualification at Level 2 or above.
5. IOSH working safely or similar health and safety equivalent qualification.
6. Proficiency in ICT skills.
7. Experience in using housing or facilities management databases.

Skills and abilities

1. A personal commitment to and enthusiasm for Coin Street's ethos and mission.
2. Excellent attention to detail and an ability to produce accurate work within agreed timescales.
3. Ability to maintain records to keep track of reactive work and new job requests.
4. Excellent verbal and written communication skills.
5. Ability to manage contractors and co-ordinate delivery of services.
6. Ability to assess situations quickly and to take proactive decisions in emergency situations to reduce damage to property or stock.
7. Ability to prioritise work and manage workload effectively.
8. An ability to spot bad practise and health and safety breaches.

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

Feel part of our community with information and team building days, plus plenty of socialising.

Wellbeing

We prioritise your wellbeing with webinars, courses, meditations, 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.



Job pack

Coin Street 