



# Working at Coin Street

Job pack

Coin Street 



# 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>MAINTENANCE OFFICER</b>
Reports to:	Building Surveyor
Contract details:	35 hours per week, permanent
Salary range:	£31,000 per annum

## ROLE SUMMARY

The maintenance officer plays an important role within the property and facilities 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 a senior maintenance officer, the property and facilities team and other teams across the organisation delivering a proactive and reactive maintenance service.

## TEAM OVERVIEW

This role sits within the Property & Facilities team [PFM] of eight team members within an organisation of around 80 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.

## KEY RESPONSIBILITIES

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 property and facilities 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 property and facilities 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 Building 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 Building Surveyor and Head of Property & Facilities, from time to time.

## GENERAL REQUIREMENTS

To promote Coin Street's Equal Opportunities, 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*

## PERSON SPECIFICATION

### KNOWLEDGE & EXPERIENCE

#### Essential

1. Minimum of three years' experience in a similar role
2. Knowledge and proven practical experience of delivering front line fabric/building maintenance services
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 Level 2 or above.
5. IOSH working safely or similar health and safety equivalent qualification
6. Proficient ICT skills
7. Experience in using housing or facilities management databases

## **SKILLS & ABILITIES**

8. A personal commitment to and enthusiasm for Coin Street's ethos and mission
9. Excellent attention to detail and an ability to produce accurate work within agreed timescales
10. Ability to maintain records to keep track of reactive work and new job requests
11. Excellent verbal and written communication skills
12. Ability to manage contractors and co-ordinate delivery of services
13. Ability to assess situations quickly and to take proactive decisions in emergency situations to reduce damage to property or stock
14. Ability to prioritise work and to manage workload effectively
15. Good attention to detail with an ability to spot bad practise and Health and safety breaches.

# 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), Income Protection and Critical Illness cover.

### 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

20% discount on nursery fees for staff whose children are enrolled in Coin Street Nursery.

## LIFESTYLE

