

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?**

# What's the role?

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The role:	<b>SALES &amp; EVENTS COORDINATOR</b>
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Reports to:	<b>Business Development Manager</b>
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Contract details:	<b>Full-time, 35 hrs per week</b>
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Salary:	<b>£31,285</b>
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## About the role

The Conference Sales and Events Coordinator plays a vital role within the commercial team, working to meet and exceed monthly and annual sales targets, whilst coordinating with clients, colleagues and event suppliers, ensuring high levels of customer satisfaction.

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## Who you will work with

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 £1.2 million to the group income. This role sits within a commercial team of 10 permanent members within an organisation of around 100 staff.

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## Your day-to-day

### SALES

1. Respond quickly and efficiently to all incoming sales enquiries, providing appropriate information, follow up, conducting show rounds to convert enquiries 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 Business Development 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 and colleagues to ensure that all aspects of events are understood, advertising 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 and IT 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 enquiries and prepare reports as requested by the Business Development Manager and Head of Commercial.
14. Effectively communicate sales and events information to internal stakeholders and advise the Business Development Manager 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 filled 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.
18. Occasionally act as Duty Manager for events, overseeing smooth operations and ensuring venue policies are upheld.
19. Stay up to date with industry standards and progressions.
20. Implement improvements in both customer service standards and the physical facility.
21. Undertake any other reasonable duties, as may be required from time to time, as consistent with the scope of this role.

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## 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.

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## Knowledge and 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 of 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 e-mail.
7. Understanding of conference layouts, catering requirements, event facilitation and client management.

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## Skills and abilities

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



# What's in it for you.

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## Holiday

Take a break with 27 days leave per year plus bank holidays.

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## Pension

Save for your future with our 5% pension contribution, when you contribute at least 3%.

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## Protection

We're here for you, with Income Protection, Death In Service benefit (3 x salary), and Critical Illness cover.

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## Investment in you

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

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## Wellbeing

We prioritise your wellbeing with webinars, courses, meditations, and therapy session, plus free gym membership at Colombo Centre.



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## Sick pay

We offer 8 weeks at full pay and 5 weeks at 50%. Offered after 6 months and increases after 5 years.

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## Flexible working

We trust you to do your job, so where possible, we offer flexible working and hybrid working.

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## Community

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

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## Staff discounts

Enjoy a wide range of discounts from retailers and service providers for shopping, dining, experiences, car maintenance, study, and more.

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## Nursery discounts

Enroll your kids in our nursery, and receive 20% discount on nursery fees.



**Job pack**

**Coin Street** 