



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.



CREATE

JOB DESCRIPTION

ROLE:	PUBLIC REALM MANAGER
Reports to:	Head of Property & Facilities
Direct reports:	None
Contract details:	Full time, 35 hours per week, permanent
Salary range:	£41,000-£43,000 per annum

ROLE SUMMARY

To ensure the effective maintenance of Coin Street's public realm which is freely access by the public such as buildings, car parks, parks and gardens, roads and walkways.

TEAM OVERVIEW

This role sits within the Property and Facilities Management (PFM) team of seven team members within an organisation of around 80 staff. The PFM team ensure our 13-acre site, consisting of residential, commercial and retail properties, community spaces and public realm are well-maintained, clean and safe, in line with Health and Safety requirements.

KEY ACCOUNTABILITIES

1. Undertake the day-to-day supervision and management of the public realm contracts related to landscaping, security, cleaning and waste management, including ensuring KPIs are met/exceeded.
2. Respond to requests by ensuring public realm contractors complete tasks to a high standard and as per prescribed response times.
3. Ensure that all contractors and their staff provide excellent customer service both internally and externally
4. Explore and implement innovative, environmental and sustainable ways to increase the efficiency and productivity of public realm contracts.
5. Maintain an oversight of strategic issues relating to the delivery of public realm contracts.
6. Monitor the condition of the public realm, make recommendations for action and where appropriate obtain quotations and ensure that approved work is carried out to appropriate standards.
7. Work closely with the Head of PFM to review and negotiate contract cost submissions to obtain best value for money for Coin Street.
8. Ensure Coin Street's Health & Safety Policy and Procedures are carried out, undertaking risk assessments, health and safety inspections and ensuring that PFM staff are trained in all health and safety matters pertaining to their duties.

9. Liaise with external partners and stakeholders (such as local authority and neighbouring landowners) on matters relating to the public realm including participating in external meetings as necessary.
10. Assist in the plans for the delivery of Bernie Span Gardens (north) refurbishment.
11. Support the commercial team in ensuring pop-ups and tenants located in the public realm spaces comply with regulations and are respectful of the estate.
12. Working towards attaining and maintaining Green Flag award status for the Bernie Spain Gardens (south).
13. In conjunction with the Head of PFM develop and monitor budgets agreed in relation to areas of responsibility.
14. Assist Coin Street's marketing and communications team in the management of promotional signage across the estate.
15. Undertake relevant and appropriate training in key areas e.g. procurement and Health & Safety.

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. Qualified to an undergraduate degree level, HNC or equivalent experience
2. Suitably qualified or trained in Health & Safety with experience of managing health and safety and of conducting and reviewing risk assessments
3. At least 3-5 years' experience in similar role with knowledge of how public realm is managed and maintained
4. Experience in project and/or contract management, including contract review, negotiation and tender processes

SKILLS & ABILITIES

5. A personal commitment to and enthusiasm for Coin Street's ethos and mission
6. Ability to manage a varied workload and work under pressure, prioritizing tasks as appropriate to meet deadlines.
7. Strong influencing and persuasion skills with ability to establish good working relationships with colleagues, contractors, clients, residents and public.
8. Excellent communication skills, both verbal and written, with strong computer skills in Microsoft packages
9. Self-motivated with the ability to work within a team as well as on own initiative
10. Flexible approach and commitment to achieving results
11. Flexibility to work some evenings, weekends and/or bank holidays with sufficient notice given

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

