



# 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.

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>HOSPITALITY ASSISTANT - CASUAL</b>
Reports to:	Business Development Manager
Direct reports:	None
Contract details:	Flexible Hours (zero hours contract)
Salary range:	£12.47 per hour

## ROLE SUMMARY

The Hospitality Assistant will work closely with the Hospitality Supervisor working in a professional conference centre to service conference and event delegates, set up meeting rooms and ensuring all working areas are neat and delivering excellent customer-service to all clients and delegates.

## TEAM OVERVIEW

This role sits within a commercial team of eight team members within an organisation of around 80 staff. 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.

## KEY ACCOUNTABILITIES

1. Complete room set up as per function requirements for each meeting.
2. Respond to last minute booking amendments e.g. AV or room requirements.
3. Serve all tea and coffee, buffets, light refreshments and other food and beverages as per the function sheets ensuring the highest standards of presentation and cleanliness.
4. Meet and greet conference organisers in the absence of a supervisor or member of the events team and act as the main point of contact for the duration of their event. Observe, at all times, the highest standards of customer care and always project a friendly, helpful and approachable image of the property.
5. Ensure that any additional items ordered on the day are properly recorded and signed for and passed to the events team for client invoicing
6. Keep the spaces – meeting and foyer areas - clean and tidy at all times including washing up and clearing up during and after the event.

7. Maintain the cleanliness of all kitchen areas and ensure cleanliness of all equipment and utensils
8. Replenish delegate materials and tidy all meeting rooms in use on a daily basis to agreed standards.
9. Report any signs of wear and tear on furniture/equipment to Hospitality Supervisor
10. Liaise with and work in close co-operation with other members of the Commercial, Help Desk and PFM teams to ensure the smooth running of the meeting facilities
11. Promote good team work and work in a friendly, efficient manner
12. 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. Food & Hygiene Qualification would be desirable
2. Experience in hospitality and/or front of house service would be desirable

### SKILLS & ABILITIES

3. A personal commitment to and enthusiasm for Coin Street's ethos and mission
4. Good customer service skills with ability and confidence to work autonomously or in a team
5. A positive attitude and good communication skills, with an appetite for excellent customer service and a professional demeanour
6. Must have excellent organisational and time management skills
7. An eye for detail, quality and energetic service
8. Patient and calm under pressure
9. Charisma and passion for the industry
10. The nature of this job requires regular evening, weekend and bank holiday working. Hours worked will be flexible in line with the requirements of the events taking place at the centre.

# 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

