



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:	MAINTENANCE SURVEYOR
Reports to:	Property Surveyor
Contract details:	Fixed-term contract 9 months, 35 hours/week,
Salary:	£42,000 per annum pro rata

ROLE SUMMARY

The Maintenance Surveyor is responsible for delivering a technical surveying service ensuring that Coin Street's properties are well maintained and compliant. Responsible for reactive repairs working with a small in-house maintenance team.

TEAM OVERVIEW

This role sits within the Property & Facilities team [PFM] of eight team members within an organisation of around 90 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 ACCOUNTABILITIES

1. Respond to reactive repair requests received through the maintenance request (MR) system. Undertake technical assessments of the issue reported and recommend effective and cost-efficient solutions.
2. Provide clear instructions and supervision for in-house staff and external contractors relating to any repairs required. Ensure all site operations are undertaken professionally and to a high standard.
3. Provide clear accessible and timely communications for colleagues, commercial tenants and residents in relation to any works proposed in particular considering their potential impact.
4. Ensure that internal systems and databases are kept up to date so that latest information is available to colleagues.
5. Assess risk connected to property matters, taking appropriate actions to mitigate against immediate H&S or business critical risks.
6. Liaise with a range of suppliers and contractors to ensure the correct materials are ordered for works and that they are fit for purpose.

7. Carry out post inspection and quality checks (for both internal and external, sub-contracted work), utilising effective recording and reporting systems and ensuring all relevant paperwork is completed accurately and in a timely manner.
8. Liaise with the Building Surveyor and Head of Property & Facilities regarding outcomes and results of inspections and trend analysis.
9. 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.*
- *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

1. ONC/HNC in building-related or construction, ideally a certified surveyor.
2. Previous experience of at least 3 years' working in a responsive maintenance role, ideally within a social housing environment
3. Experience in undertaking site investigations of technical matters, such as, but not limited to: damp inspections, structural inspections, disrepair inspections
4. Building trades experience in carpentry and joinery, bricklaying and plastering, groundworks
5. Knowledge of IOSH, Asbestos awareness, legionella awareness, working at height and manual handling

SKILLS & ABILITIES

6. A personal commitment to and enthusiasm for Coin Street's ethos and mission
7. Systematic in approach to work, able to plan and consistently complete a large number of site inspections.
8. Strong influencing and persuasion skills and ability to work co-operatively with others to complete tasks and implement process improvements. Ability to follow through on actions and ensure they are completed on schedule.
9. Ability to manage a varied workload and work under pressure, prioritizing tasks as appropriate to meet deadlines.
10. Excellent communication skills, both verbal and written, with strong computer skills and good attention to detail.

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

