

Job Description

Job Title: Street Services Coordinator

Salary: £25,000–£30,000

Department: Place

Line Manager: Head of Place Management

Direct Reports: n/a

Location: 80-81 St Martin's Lane, London WC2N 4AA

Hours: Full-time, 9:00am–5:30pm, Monday to Friday

Additional: Rostered weekends and occasional out-of-hours work required

Job Purpose

The Street Services Coordinator supports the day-to-day delivery of street-level services within the Heart of London BID area. This highly visible, street-based role includes conducting inspections, reporting public realm issues, and liaising with local businesses and partners. The coordinator helps ensure the area remains clean, safe, and welcoming through proactive monitoring and service coordination.

Main Responsibilities

Street Monitoring & Inspections

- Perform daily inspections for cleanliness, environmental concerns, and defects.
- Log issues using PDA/CRM systems; follow through with relevant authorities.
- Ensure seasonal/event enhancements (e.g. planters, signage) are correctly deployed and maintained.

Contractor Support & Service Tracking

- Assist the Street Services Manager in monitoring service contractors.
- Provide real-time feedback on delivery standards.
- Liaise with council officers and partners to resolve urgent issues.

Business Engagement & Support

- Act as a visible contact for local businesses on street-level matters.
- Share ground-level updates and emerging concerns with the internal team.
- Help distribute service updates and information to businesses.

Safety & Street Welfare Issues

- Report rough sleeping, anti-social behaviour, and illegal trading.
- Support community safety by working with police, WCC, and outreach services.
- Escalate complex or sensitive cases to the Street Services Manager.

Reporting & Administration

- Maintain records of inspections and issues.
- Contribute to area performance reports, summarising data and trends.
- Attend team briefings and offer operational insights.

Person Specification

Essential

- Experience in a public-facing or operational role (cleansing, public realm, safety).
- Excellent attention to detail and observational skills.
- Comfortable using handheld tech, CRM systems, and Microsoft Office.
- Strong interpersonal and communication skills; customer-focused.
- Self-motivated and able to work independently outdoors.

Desirable

- Familiarity with central London, especially the West End/Westminster.
- Understanding of local authority street services.
- Experience with a BID or local government body.
- Awareness of community safety, rough sleeping, or cleansing issues.

Please note that the above is not intended to be an exclusive or exhaustive list of responsibilities and personal specifications but an outline of the main areas. Please also note that the Company reserves the right to update the job description at its discretion.