

Job Coordinator

About YMCA St Paul's Group:

YMCA St Paul's Group (SPG) is a charity and registered housing provider whose mission is to be an inclusive Christian Association transforming communities so that all young people can belong, contribute and thrive. As a member of the wider YMCA Federation, our vision is of places where young people thrive and communities flourish.

As one of the largest YMCAs in Europe and one of the largest providers of supported housing in London, we provide supported housing services, health and wellbeing services, education and training services through its health and wellbeing centres, children, youth and family programmes, including nurseries, after school clubs and soft play centres.

Being part of YMCA St Paul's Group means not only working for a great London based charity that has supported young people and communities for over 150 years but also being part of a national association and global movement.

We are one of the UK's Top 100 Best Workplaces™ 2026 and have also been recognised as one of the UK's Top 100 Best Workplaces for Development™ 2026.

About the Role:

As the Job Coordinator within the YMCA St Paul's Group Property Portfolio, you will be an essential Property and Places Team member. Your role is pivotal in ensuring seamless property management, acting as the first point of contact for all customer, resident, and staff queries. You will expertly manage job orders on our system (Job Logic), ensuring efficient assignment and completion of maintenance, cleaning, and contract work. This role is diverse and dynamic, requiring you to liaise with multiple stakeholders, manage performance metrics, and drive a culture of safety and excellence. As a Job Coordinator, you represent the dedication and efficiency of YMCA St Paul's Group, positively impacting every interaction, especially with our residents and staff.

Key Responsibilities:

First Point of Contact: You will be the initial touchpoint for queries, providing comprehensive responses and tailored solutions, setting the high standard of service YMCA St Paul's Group is known for.

Efficient Job Management: Manage job/works orders with precision, ensuring that tasks are assigned based on relevant skill sets and tracked to completion, aligning with our commitment to efficiency and quality service.

Performance and Compliance Monitoring: Oversee performance metrics and ensure compliance with KPIs, highlighting any issues to Property Managers and taking preemptive actions to maintain standards.

Financial Planning Assistance: Aid in financial planning and budget optimisation, contributing to the economic efficiency of the Property and Places Team.

Relationship Management: Build and maintain robust internal and external relationships, drive a culture of Health and safety, and ensure effective contract management.

Reporting and Data Management: Compile and manage performance indicators, contributing to strategically aligning resources and priorities.

Staff Engagement and Support: Foster a culture of engagement and progression, identifying training needs and supporting staff development.

Administrative Excellence: Undertake all related clerical and administrative duties, ensuring the smooth operation of the department.

Join Our Team:

Becoming a Job Coordinator at YMCA St Paul's Group places you in a crucial role within our Property and Places Team. Your work will directly contribute to the effective management of our property portfolio, ensuring safety, efficiency, and excellent customer service. Your diverse responsibilities, including managing work orders and interacting with staff and residents, will keep you constantly challenged and engaged. Your commitment to maintaining high standards and delivering exceptional service will be a testament to your dedication and a source of personal pride. Join us in making a meaningful difference in our residents' lives and our operations' efficiency.

What we offer:

At YMCA St Paul's Group, we prioritise improving diversity and inclusion in the workplace and our services. We value your authenticity and unique voice and encourage you to share your

opinions. You will have the opportunity to be a catalyst for change by actively participating in our Employee Resource Groups.

You can learn, grow, and reach your full potential as a team member. We are committed to your development and will support your personal growth journey. Our comprehensive learning and development programme includes training, qualifications, and on-the-job experience, ensuring that you have the skills necessary for your role while offering continuous development and advancement opportunities.

In addition, you will have access to a range of benefits which will support you in mind, body, and spirit, which include:

- Free gym access across our sites.
- Discounts from major retailers and supermarkets.
- Free access to well-being and counselling services.
- The ability to work from a range of outer London work locations.
- Career development programmes to help you thrive.
- Family-friendly policies to help you balance work-life, including enhanced maternity pay.
- Life Assurance (permanent contracts only).
- For a complete list of our staff benefits, [please click here](#).

Please note:

We are unable to provide visa sponsorship and can only accept applications from individuals who already have the right to work in the UK.

As this role involves working with vulnerable members of society including regulated activity, a Basic, Standard or Enhanced Criminal Disclosure will be required following a conditional offer. We are making people aware of this because with Enhanced disclosures, spent convictions may appear. However, if you were appointed, we will consider all circumstances before making a final decision.

Previous applications: If you have applied for a similar role within the last six months and were unsuccessful, we encourage you to consider whether your experience has developed further before reapplying.

Accessibility & adjustments: We are committed to making reasonable adjustments throughout the recruitment process. Please let us know in advance if you require any support to participate fully.

At YMCA St Paul's Group, we actively promote equality of opportunity and are committed to creating an inclusive environment where everyone is treated with dignity and respect. We welcome applications from all backgrounds, communities, and industries, and value the diverse skills, experiences, and perspectives that make our workforce stronger.

The successful candidate will be expected to uphold and work in accordance with the Christian ethos and values of the YMCA.

