

Job Title: House and Community Coordinator

Department: House of Killik Chiswick

Location: Chiswick

Salary Competitive salary plus a generous benefits package

Contractual Hours Full-Time Equivalent (37.5 hours per week)
TOIL provided for events worked outside normal working hours

Job Summary Support the overall success of House of Killik Chiswick by supporting the House Manager in creating activities and an environment that delivers a fantastic experience for prospects and clients, generating high levels of enquiries and new business.

Key accountabilities Working alongside the House Manager, the Marketing Team and the other House and Community/Event Coordinators, this role will focus on the following:

- Overall visibility of House of Killik Chiswick
 - Understanding key local channels to improve awareness of who we are and what we do, liaising with Marketing to develop appropriate and cost-effective Marketing materials.
 - Coordination of relevant social media channels to promote House of Killik Chiswick as an innovative and welcoming space for families to discuss their financial plans and requirements; ensure the pipeline of content is on brand and on message, adapted to appeal to key local audiences.
- Coordination with the House Manager on a strong calendar of events and activities to generate footfall, prospect conversations and client engagement.
- Support delivery of excellent prospect and client experience - welcoming people to House of Killik Chiswick both within normal opening hours and at events:
 - Signposting relevant content, literature, events and services for local prospects/clients;
 - Swift and proactive follow-up with prospects/clients, in support of the House Manager.
- Support delivery of a distinctive and welcoming environment - make sure the House is well presented, clean, warm, tidy, inviting; keep all hospitality facilities running smoothly; keep

key literature well stocked; regular contact with Estate Management team regarding any issues which need attention.

- Coordination of relationships with key local business partners and stakeholders:
 - Ensuring we maximise opportunities to promote House of Killik Chiswick through the local business network; getting to know key people in the area and how Chiswick works; identifying opportunities for new partnerships; supporting the Relationship Manager in building strong local relationships that might generate new business opportunities.
- Collaboration and insight sharing:
 - Work closely with the Marketing team and other House of Killik House and Community/Event Coordinators to share and learn best practice, identify opportunities for local amplification of central campaigns, feedback on what works and what doesn't so that the approach can be continually optimised.
- House Manager and Adviser Support
 - Assist with prospect enquires and walk ins when House Manager and/or Advisers are out of the office or in meetings.
 - Arrange meetings and appointments

Competencies/skill set

- Getting Things Done
- Communication & Sharing Knowledge
- Customer Service
- Effectiveness & Adaptability
- Team Working

Qualifications/experience required

Essential

- Customer Service or Hospitality Experience
- Experience of building and maintaining relationships
- Experience of supporting Business Development staff and/or Advisers
- Knowledge of the local area and community around Chiswick
- Ability to keep organised, prioritise tasks and work under pressure

Desirable

- Previous experience of working in Financial Services
 - Previous experience of working in events
-

To apply, please email your CV and cover letter to recruitment@killik.com.

We are committed to ensuring a fair and inclusive process. If you require any reasonable adjustments under the Equality Act 2010 (for example, accessibility support or alternative formats), please let us know in advance so we can make the necessary arrangements. Your personal information will be handled in accordance with the UK GDPR and our [privacy policy](#).

Recruitment Process

At Killik & Co, we are committed to conducting a fair, consistent, and transparent recruitment process. While the structure may vary depending on the position, candidates can typically expect the following stages:

1. **CV Review** – All applications are anonymised, then assessed against the essential and desirable criteria outlined in the role profile.
2. **First Interview** – An initial conversation designed to explore your professional background, core competencies, and motivation for the role.
3. **Second Interview** – A more detailed discussion with the hiring team, which may include technical questioning, competency-based evaluation, or discussion of relevant experience.
4. **Third Interview (where applicable)** – For certain roles, an additional stage may be required, such as a presentation, case study, or meeting with senior stakeholders.
5. **Offer or Decline** – Following completion of all interviews, we will communicate the final outcome. Successful candidates will receive a formal offer subject to any required pre-employment checks.

While we endeavour to respond to all applications, this may not be possible for vacancies with high volumes of applications.