



Where students are at home.

WISH TO EMPLOY:

A Property Manager

£34,000 p/a

We are an established provider of quality student accommodation and are looking to recruit an Property Manager for our busy Coventry office.

The successful applicant will be customer focused and possess excellent organizational and communication skills and must have experience of staff management, and budget control.

Responsibilities will include general housing & property management duties including rent arrears control, tenancy issues, maintenance inspections, allocation of rooms and lettings together with advertising, sales, marketing and front of office operations.

A degree or similar qualification would be an advantage as would relevant management experience within a Hall of Residence, Hotel or Housing Company.

CLOSING DATE FOR APPLICATIONS 26th September 2023

To apply please download an application form from the Host Web Site at: www.host-students.com and submit to the following address:

Apollo Works
1 Alma St
Coventry
CV1 5QA

Or alternatively email completed application to: sasha.mcmanus@host-students.com

The successful applicant will be subject to a DBS check



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Host Student Housing Management Limited

Job Description

Post:	Property Manager
Starting Salary:	£34,000
Status:	Full Time
Location:	Apollo Works, Coventry
Line Manager:	Regional Manager

About us

Host Student Housing Management Ltd have more than 20 years' experience in developing, building, operating and owning student accommodation in the UK and Europe. In 2016 we launched the student facing brand, **Host** – the **HO**me for **ST**udents.

What we do

Welcoming. Happy. Helpful. We're here to provide a stress-free living experience for students and see them get the most out of their experience while at university or college. We're everything a good HOST should be.

We're caring, knowledgeable and trustworthy. We're modern and easy going. We don't make a fuss. We keep things simple. Get things sorted. And work hard behind the scenes to create a student home that is a calm, stress-free, fun place to be, free from the pressures and worries of the outside world. Exactly how a home should feel.

Why work for us

We think you'll like being with us. We're supportive and on your level. We strive to offer the best student experience in our market. And we work together to deliver nothing less than brilliance to our students, our investment partners and our university partners.

We keep it casual, easy going, and fun. We're a friendly and approachable bunch. We're here to offer good advice and listen, when needed. We're here for our staff every step of the way. No question is ever too big or too small. We value all input and contribution.

And as a result of our people's hard work and dedication, we're proud to have won some awards. Not just for the quality accommodation and service we provide to our students, but we've also been awarded Investors in People accreditation.

We recognise the importance and value of our people, and the incredible contributions they make to ensure a safe, friendly and comfortable environment for our students to live in. We lead, support and manage our people well for sustainable results.

We think of ourselves as one big family, here to make our students feel at home, working together to show how great a true HOST can be.

PURPOSE OF POSITION

To implement any necessary systems of work required in order to provide an efficient, effective and responsive service to all properties and a safe, secure and enjoyable community for residents within the accommodation.

Under indirect supervision, oversees the integrated day-to-day operations of all systems and services provided within the accommodation.

To be responsible for the appointment, management and supervision of all staff within Host ensuring an enthusiastic and engaged team who are dedicated to delivering outstanding customer service.

To manage and take responsibility for all financial aspects of the service provided within Host, including pay and non-pay budgets.

To establish and maintain required networks in order to provide a liaison link between Host, educational establishments and other external agencies within the locality, together with any other potential customers necessary to maximise rental and other associated income throughout the calendar year.

REQUIREMENTS

- Experience of 'Hands On' team management, motivation and development to include all aspects of people management throughout employment
- Experience of managing expenditure and income budgets and the ability to demonstrate the commercial awareness required for running student accommodation

- Experience of delivering the highest standard of customer service and of motivating others to do the same
- An understanding of Health and Safety legislation and data protection principles and how these relates to student accommodation
- To be an excellent written and oral communicator with the ability to engage with colleagues and customers alike
- Ability to establish and maintain professional networks preferably with experience of company representation and networking events
- To have excellent knowledge of Microsoft Office, email and web searches, along with the ability to quickly and effectively learn new software packages
- Ability to work at pace whilst maintaining a high level of accuracy and attention to detail
- Ability to manage own time effectively, prioritising tasks when required, multitasking and meeting deadlines
- Ability to demonstrate an objective, professional and calm approach when handling difficult situations, including previous experience in complaint handling
- Self-motivated and possessing the ability to work on own initiative as well as within a team
- An ability to demonstrate a flexible and positive 'can do' attitude
- A good experience of advertising, sales and marketing will be a necessity (both online and offline)
- Relevant management experience within a Hall of Residence, Hotel, Housing Company or Business Centre will be an advantage

RESPONSIBILITIES

1. Management of People

- 1.1 To be responsible for the recruitment, selection and appointment of all staff within Host.
- 1.2 To ensure consistent application of Host policies and procedures by being responsible for the induction and training of all appointed staff.
- 1.3 To oversee the supervision of all staff within Host. This includes scheduling hours of work and task allocation.
- 1.4 Acting as a leader and role model for the team, to be responsible for staff motivation through support, training, counselling and appraisal mechanisms in order to achieve peak productivity and performance.
- 1.5 To constantly review, evaluate and action where necessary each employees' performance in order to recommend or carry out salary increases, bonuses, promotions, demotions, disciplinary actions and terminations.
- 1.6 To be responsible for the administration and update of all employees' administration records.
- 1.7 To ensure that at all times, all legal requirements are met including Health & Safety at Work, COSHH, Employment Protection Acts, Equal Rights Legislation and the Housing Act.

- 1.8 To ensure that all areas are covered during sickness and absence.
- 1.9 Create a culture where all team members feel confident to contribute and confident in raising any concerns about any matters in the property or practices.

2. Administration

- 2.1 To be responsible for the overall management of setting up the accommodation, for full occupation each year.
- 2.2 To attend and provide feedback of any on site contractor meetings.
- 2.3 To be responsible for the programming and management of all Information Technology systems including any student internet links which may be provided.
- 2.4 To be responsible for the accuracy, quality and provision for all literature provided, this includes application packs, welcome packs, newsletters and tenancy agreements.
- 2.5 To allocate student door entry swipe-cards/access-fobs and bedroom keys to residents and appropriate visitors. This includes maintaining an up-to-date visitors log and contractors signing-in record.
- 2.6 To ensure that all mail to site is received and distributed accurately, recording where necessary.
- 2.7 To ensure that a full and thorough end of contract inspection is carried out. This includes assessing and recording damage deposit deductions where necessary whilst notifying students regarding refunds.
- 2.8 To be aware of student issues, to intervene, mediate and take action in disciplinary matters as and when required.
- 2.9 To ensure statutory obligations and Company Policy relating to Privacy and Data Protection law are observed. To be a champion for data privacy at all times and foster a culture of information security amongst employees within the scheme at all times.
- 2.10 To ensure that Anti-Money Laundering documentation is collected from all residents within the accommodation and that all guidance is adhered to in order to ensure Host complies with it's obligations.
- 2.11 To ensure accurate documentation of all building and maintenance issues reported and observed on-site is maintained on the Company's systems to ensure a comprehensive record is maintained for the accommodation.
- 2.12 To ensure accurate records of all students issues and complaints are logged on the Company's systems to comply with both requirements for ANUK and in accordance with Host's Privacy Policies and other related guidance documentation.

- 2.13 Working collaboratively to help support the overall operational team to deliver its business plan and broader objectives.
- 2.14 Working in a collegiate and supportive manner with colleagues, ensuring opportunities to share best practice are utilised.
- 2.15 Developing and maintaining productive working relationships with third party suppliers.
- 2.16 Embracing change, supporting the business and colleagues through the business transformation.
- 2.17 To ensure the accommodation is managed in accordance with the ANUK code of standards.

3. Financial Responsibilities

- 3.1 To manage and be responsible for all financial aspects of the service within Host, this includes pay and non-pay expenditure.
- 3.2 To be responsible for the accounting, collection and recording of all monies received from residents. This will include damage and/or security deposits, rent payments, electricity deposits, telephone and internet account payments, together with other recoverable sundry items.
- 3.3 To issue invoices for all monies owed, and chase arrears for non payments in accordance with Host's policy and procedures on debt recovery.
- 3.4 To consistently liaise with Host accountants in order to implement, prepare and provide weekly, monthly and end of year management accounts within the nominated deadlines.
- 3.5 To be responsible for the purchasing, regulation and monitoring of all equipment at Host.
- 3.6 To ensure efficient and accurate invoicing systems are implemented and maintained. This includes both outgoing amounts payable and income due in.
- 3.7 To be responsible for preparing and proposing annual expenditure budgets for Host.
- 3.8 To undertake constant stock and requisition control measures in order to ensure that all budgets set are monitored and maintained throughout the financial year.
- 3.9 To prepare quality and comprehensive information for presentation at the annual rent review meeting held with company directors each year.
- 3.10 To be responsible for the control and safe custody of a Host credit card.
- 3.11 To be responsible for the control and safe custody of petty cash within Host.
- 3.12 To maximise non-core academic rental income by promoting summer business and exploring opportunities for additional sundry revenue.

4. Public Relations

- 4.1 To promote and establish effective communication and working relationships with University accommodation offices and external agencies to provide updates on accommodation information and assistance where required.
- 4.2 To actively promote the accommodation within the locality, developing relationships by initiating and maintaining an on-going system of employer contacts, participating in local employer groups etc. and assigning staff responsibility for regular employer contacts.
- 4.3 To develop and maintain a public relations program by establishing and maintaining networks where required in order to maximise publicity and income throughout the calendar year.
- 4.4 To ensure effective systems are in place to distribute information about the service we provide to all potential customers.
- 4.5 To ensure that all staff within Host, deal with the public, residents, outside agencies and their colleagues in a courteous and helpful manner at all times.
- 4.6 To deal with any property related issues in a timely manner, following up on any unresolved matters and engaging with other colleagues and senior management when necessary.
- 4.7 To assist all customers in a professional and courteous manner, communicating effectively both face to face and on the telephone, showing empathy and responding with urgency to customer requests.
- 4.8 To have an awareness of student welfare issues and to liaise with the appropriate welfare professionals as required.
- 4.9 To develop a culture of aspiring to provide the best customer service within the accommodation, ensuring all employees know each and every student and develop a rapport with them to ensure a personal connection is made with each person.

5. Health & Safety and Business Services

- 5.1 To ensure that at least once monthly inspections of all residential accommodation occur for the purpose of verifying residents Health & Safety, whilst checking for damage or misuse of facilities and for the maintenance of correct standards of cleanliness, hygiene and provision.
- 5.2 Have a strong understanding of statutory compliance and associated best practice.
- 5.3 To ensure statutory obligations are met in relation to Health & Safety, Risk Management, Fire, Security and others to promote a safe working environment, ensuring appropriate training is identified and carried out for all staff.

- 5.4 To ensure that a record of site operations and statutory testing is accurately maintained, this includes fire alarm tests, risk assessments, fire evacuations, water testing, and other site-specific health and safety activities. To understand and respond to all Health and Safety matters.
- 5.5 To ensure that at least once monthly inspections of all fire fighting equipment, smoke detectors and heat sensors within Host are carried out. Renewing and replacing where necessary.
- 5.6 To ensure that all staff and residents are aware of safety procedures in emergency situations.
- 5.7 Manage incident response including power and water outages, emergency support and fire alarm evacuations to ensure they are responded to and resolved appropriately
- 5.8 To ensure all areas of the property are maintained to the highest standard. To walk the site daily and ensure that any issues are resolved quickly and to the highest standard.
- 5.9 To ensure that the maintenance of hygiene standards in relevant areas comply with Environmental Health requirements. Undertake appropriate assessments and maintain accurate records.
- 5.10 To maintain adequate arrangements for the removal of refuse, ensuring the general tidiness of the surrounding land, courtyard, garden area and car park.
- 5.11 To ensure that the site is secure at all times. Ensuring safe access to buildings at all times.
- 5.12 To ensure that there are no unauthorised visitors on site at any time.
- 5.13 To deal with inappropriate parking on site and on any adjacent property.
- 5.14 To be familiar with, and able to manage both planned and reactive maintenance.
- 5.15 To be able to safely manage and control both internal and external staff or contractors ensuring safe working practices are adopted at all times.
- 5.16 To have the ability to indirectly manage projects, including work funded by OPEX, CAPEX and insurance monies.
- 5.17 To liaise with insurers and their representatives to ensure any claims are dealt with efficiently.
- 5.18 To have an awareness of energy management and a drive to present and discuss with internal and external stakeholders any energy reducing initiatives.

6 Marketing

- 6.1 To be responsible for all sales and marketing responsibilities within the accommodation.
- 6.2 Work with the Regional Manager and the Marketing Team to provide realistic monthly booking targets and ensure that the scheme is 100% occupied each year.
- 6.3 To identify marketing opportunities existing within the local student accommodation market as well as creating new and innovative ways to promote the accommodation to maximise exposure to students. Presenting opportunities and ideas to the Marketing Team and Regional Manager.
- 6.4 To creatively engage with existing and potential students in order to maximise the perception of the accommodation and promote bookings from existing residents and via word of mouth.
- 6.5 Work with the Regional Manager and the Marketing Team to create and implement marketing plans specifically for the accommodation. To implement agreed marketing campaigns, ensuring that all initiatives are costed within the approved marketing budget. To regularly review and evaluate the impact and effectiveness of these plans and assist with the adjustment of campaigns as required.
- 6.6 To continually review information on all Host's web site and other third-party websites used to ensure all content relating to the accommodation is accurate and up to date at all times.
- 6.7 Ensuring all information contained in all booking material including the information included on Host's online booking portal is accurate at all times.
- 6.8 To be responsible for the promotion of the accommodation in an online capacity. To be responsible for creating and posting of suitable, appropriate, engaging and accurate social media content.
- 6.9 To actively promote Host's accommodation brand within the local area.
- 6.10 Take ownership of and give direction to all members of staff to ensure engaging and relevant social media pages that appeal to students are maintained to assist in the online marketing presence of the accommodation.
- 6.11 To establish and maintain online relationships and engage with social voices/communities for the purposes of securing promotional campaigns for the accommodation.
- 6.12 Promote best practice in customer service and accommodation experience to all existing residents to maximise retention and the reputation of the schemes within the city.
- 6.13 Create and implement a Residence Life and events programme that will engage with residents and create positive living experiences for all living at the accommodation.

- 6.14 Promoting the accommodation at any university open days, viewing days and accommodation events within the city.
- 6.15 To be responsible for proposing the annual rent review for the accommodation.
- 6.16 Oversee all aspects of the marketing, sales and reservation of accommodation for residents, guests and visitors.
- 6.17 To accurately record and process all applications received, allocate to rooms and maintain administration records for residents during the entirety of their stay.
- 6.18 Creating an enquiry database with guidelines on frequency and format of subsequent contact in order to follow up on all sales enquiries at all buildings.
- 6.19 Implement and ensure awareness of cross city sales techniques (if applicable) to refer enquiries from any fully occupied sites to those with room availability. To maintain accurate waiting lists for accommodation where demand in surplus to availability.
- 6.20 To develop a strong understanding of the local area, university standing, student demographic and local competition. At all times to have an awareness of the property's position in the local market and how this can be showcased effectively.
- 6.21 To keep up to date on the marketing strategy and pricing of competitors within the city.
- 6.22 To ensure that a suitable show flat is in place, maintained to a high standard of cleanliness and presentability at all times. Where a permanent show flat is available, to ensure this has been dressed and remains presentable at all times working to the guidance and recommendations provided by Host's Marketing Team.
- 6.23 To oversee the allocation of study bedrooms for the start of the new academic year.
- 6.24 To ensure the registration of new tenants at the start of the academic year and throughout the contract period. This will include the allocation of registration cards, signing of Tenancy agreements, issuing of keys and fobs.
- 6.25 To identify opportunities for summer business and assist the Regional Manager prepare any tender material for this.
- 6.26 To be responsible for the planning of the summer period which will include the reservation and preparation of rooms for summer guests.

7 Reporting

- 7.1 To prepare the accurate weekly / monthly / quarterly information required for investment partner reporting.

7.2 To maintain accurate information about the accommodation and local competition to create quarterly reports and to provide this information to the Senior Management team when requested.

7.3 To attend quarterly meetings if required with investment partners to provide updates on the asset and be able to answer any questions relating to the accommodation.

The foregoing will involve irregular hours, days and duration of attendance, and is not intended to be an exhaustive list of duties of the post.

You may be asked to carry out other tasks that are comparable with your duties. Tasks of a similar nature may be allocated, not least of which shall be those seen as contributing to the general overall development of the service provided.

The post holder will be expected to be contactable out of work hours in case of emergency.

Requirements Accepted: Signed:-

Printed:-

Date:-