

Job Title: Systems Administrator
Reports to: Head of IT
Working Hours: 40 hours per week
Based: London (Hybrid)

ABOUT US

Host Student Housing Ltd is one of the largest providers of student accommodation in the UK. But more than that, we're a specialist operator, developer and owner.

Having been established over two decades ago, we have extensive knowledge of the sector and a track record of working with universities, global investors and third-party clients – both at home and abroad. We are responsible for the development, operation and management of more than 10,000 student beds in over 30 cities throughout the UK and Europe.

Our purpose at Host is to redefine the student living experience by providing exceptional Purpose-Built Student Accommodation. We are committed to creating vibrant, safe, and inclusive communities that foster academic success, personal growth, and a sense of belonging for our students.

We are committed to fostering a positive and collaborative work environment where each staff member is valued, equipped with the tools for professional growth, and motivated by a shared mission to enhance the overall living experience for our students. Through a culture of continuous improvement, open communication, and a strong sense of community, we aim to create a workplace where every team member feels fulfilled, motivated, and proud to contribute to the success of our students and the company as a whole.

PURPOSE OF THE ROLE

This role will sit within Host's IT and Systems department, with a particular focus on the administration, optimisation, and support of our core Property Management System (PMS) and associated business software. The PMS is central to Host's operations – underpinning lettings, revenue, compliance, and resident experience – and this role will ensure it runs smoothly, is used effectively, and continues to evolve to meet business needs.

The post-holder will provide day-to-day system support to property and central teams, maintain data integrity, manage integrations with other platforms, and work with internal stakeholders and external vendors to enhance performance. By enabling efficient and reliable use of our systems, this role will contribute directly to operational excellence across the portfolio.

KEY RESPONSIBILITIES (include but are not limited to):

REQUIREMENTS

- Experience of using or managing a PMS system ideally in a PBSA or Co-Living environment
- Must possess excellent organisational and communication skills with the ability to multi-task
- Strong analytical and problem-solving abilities
- Self-motivated and possessing the ability to work on own initiative as well as within a team
- Ability to manage time effectively and independently.
- Ability to meet deadlines and work under pressure effectively
- Understanding of IT security principles and best practices desirable.

Key Role Duties

System Administration and Support

- Act as the primary point of contact for PMS and business software support queries.
- Troubleshoot and resolve software-related issues, ensuring minimal disruption to operations.
- Manage user accounts, permissions, and system configurations.

Optimisation and Development

- Customise the PMS to align with operational workflows and business priorities.
- Identify opportunities to streamline processes and improve system usability.
- Contribute to system upgrades and new feature rollouts, testing and validating functionality before deployment.

Data Management and Reporting

- Monitor data quality within the PMS to ensure accuracy, consistency, and compliance.
- Monitoring and action tickets via the helpdesk
- Conduct routine audits of occupancy, lettings, and resident records.
- Support reporting needs across operations, finance, and marketing through dashboards and analytics.
- Configure settings to reflect operational changes

Integration Management

- Support and monitor integrations between the PMS and other systems (finance, CRM, access control, marketing platforms).
- Collaborate with cross-functional teams to ensure seamless data flow and system interoperability.
- Work with external vendors and internal teams to resolve integration issues and maintain seamless data flow.

Training and Documentation

- Develop and deliver training for new and existing system users.
- Produce user guides, FAQs, and other documentation to support adoption.
- Champion system best practice across the business.

Collaboration and Continuous Improvement

- Partner with property, operations, and central teams to translate business requirements into system solutions.
- Liaise with external software providers to resolve issues and influence system development.
- Contribute to projects that enhance digital tools and overall system effectiveness.

Troubleshooting & Support

- Act as the first point of contact for staff issues with the PMS.
- Investigate and resolve errors, bugs, and data inconsistencies.
- Liaise with the Head of IT or PMS vendor if issues require escalation

Data Accuracy & Validation

- Run scheduled checks to identify duplicate records, missing fields, or incorrect information (e.g., incorrect rent levels, wrong tenancy dates, mismatched room allocations).
- Undertake regular Data Audits
- Configure and enforce data validation within the PMS (mandatory fields, consistent naming conventions, etc.).

- Compare PMS data against finance, CRM, or access control systems to ensure alignment (e.g., payments match occupancy, residents in PMS match door access lists).
- Develop and monitor exception reports (e.g., tenancies with expired licences still marked as active).
- Work with property/ops teams to clean and update inaccurate data.
- Ensure data is accurate and complete before investor reports, compliance submissions, or management dashboards are generated.

Compliance and Accountability

- To follow direction and ensure statutory obligations and Company Policy relating to Privacy and Data Protection law are observed.

Teamwork

- Working collaboratively to help support the overall operational team to deliver its business plan and broader objectives.
- Working in a collegiate and supportive manner with colleagues, ensuring opportunities to share best practices are utilised.
- Developing and maintaining productive working relationships with third-party suppliers.
- Embracing change, supporting the business and colleagues through the business transformation.

PERSON SPECIFICATION:

- Proficiency in managing and customising booking or reservation systems (desirable)
- Strong analytical and problem-solving skills with attention to detail.
- Excellent communication skills with the ability to convey technical information to non-technical stakeholders.
- Knowledge of relevant programming languages, databases and PowerBI platforms (desirable)
- Conscientious with strong attention to detail.
- Self-motivated with the ability to multi-task.
- A positive, can-do attitude with a desire to achieve outstanding results.
- Ability to travel between multiple locations within UK, from time to time when required.