

Job Title: Assistant Manager

Reports to: Area Manager

Working Hours: 40 hours per week

Based: Trust House, Northernhay House & The Northfield, Exeter

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 23,000 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:

The Assistant Manager plays a crucial role in supporting the Property Manager in the day-to-day operational management of the site, ensuring the delivery of exceptional service to residents while maintaining high operational standards.

This role requires a hands-on approach to resident engagement, team support and compliance, working closely with central teams to ensure that Host's values and objectives are upheld. The Assistant Property Manager will take on leadership responsibilities in the absence of the Property Manager and be a key point of contact for both residents and staff.

Key Responsibilities (including but are not limited to):

- Assist the Property Manager in overseeing daily site operations, ensuring compliance with Host's policies, health & safety regulations, industry standards and a high standard of property maintenance.
- Be customer focused with experience of working in a customer focused environment
- Organise and promote resident events to enhance student experience and satisfaction, driving positive online reviews and retention.
- Help to maximise occupancy and drive revenue by managing the sales process, conducting viewings, engaging with university partners and implementing local marketing initiatives.
- Foster a positive student community, handle resident concerns and drive high levels of satisfaction and engagement.
- Have exceptionally high standards and ensure this is reflected in the overall presentation of the property - you will manage this through regular inspections and working closely with the facilities team to achieve excellence.
- Be self-motivated and possessing the ability to work on own initiative as well as within a team.

Property Management

- Support the Property Manager in overseeing daily site operations, ensuring compliance with Host policies, health & safety regulations and service standards.
- Assist in managing occupancy and revenue by supporting sales processes, conducting viewings and engaging with university partners.
- Help monitor and maintain the physical condition of the property, working closely with maintenance and cleaning teams to ensure a high standard.
- Ensure the accommodation is managed in accordance with the ANUK code of standards.
- Support the Property Manager in ensuring compliance with all statutory and contractual obligations.
- Act as a first point of contact for resident queries, ensuring a high level of customer satisfaction and swift resolution of issues.
- Assist with rent collection, managing arrears and liaising with debt recovery agents as required.
- Handle on-site challenges efficiently, including maintenance issues, resident concerns and operational incidents.
- Provide out of hours support as required, to ensure that issues are escalated according to procedure.
- Act as a Host brand ambassador in every interaction, ensuring a positive and lasting impression.

Financial

- Assist in budget monitoring and cost control, ensuring financial targets are met.
- Help identify opportunities for additional revenue, such as summer lettings and ancillary income streams.
- Ensure accurate financial records are maintained and support financial reporting as required.
- Lead on the collection of all sums due from residents and effectively manage all arrears and bad debt.
- Liaison with third party debt collection agents for recovery action on non-payments.
- To originate and submit purchase orders for approval, and processes invoices from vendors, contractors and service providers for payment and manage communication with finance team members and other stakeholders as required.

Team Leadership and Development

- Uphold the high standards expected from a Host property teams by enabling a culture striving for excellence in line with Host's Purpose and Values.
- Assist in training new team members and ensuring operational consistency in line with Host's policies and procedures.
- Lead by example, maintaining a professional and positive work environment.
- Take on leadership responsibilities in the absence of the Property Manager, ensuring continuity of service and operations.

Sales, Marketing and Stakeholder Relations

- Develop an 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.
- Set the tone for upbeat and informative tours being provided across the building by your onsite team.
- Conduct property tours and viewings, providing an engaging and informative experience for prospective residents and their families.
- Convert prospects and leads into viewing appointments and bookings to achieve targeted leasing numbers.
- Maintain accurate records of enquiries, applications and bookings, ensuring CRM and leasing systems are updated.

- Respond promptly to enquiries from prospective residents via email, phone, online chat or in person, ensuring a professional and friendly approach.
- 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.
- Work closely with university accommodation offices and local stakeholders to generate referrals and maintain strong partnerships.
- Regular review site marketing material to ensure compliance with brand standards, relevance and up-to date content.
- Ensure a smooth onboarding process so residents have a seamless check in journey and are aware of how the building operates.
- Actively manage enquiries via relevant systems.
- Develop and maintain relationships with key stakeholders, including universities, investors and external agencies, to promote the Host brand and maximise occupancy.
- Support marketing initiatives, working with the commercial and marketing teams to develop and implement strategies that drive student engagement.
- Ensure all marketing content and property information is accurate and up to date across digital platforms, including social media and booking systems.
- Keep up to date on the marketing strategy and pricing of competitors and any market trends within the city.

Customer Experience and Resident engagement

- Monitor the housekeeping operations to ensure that each site always remains presentable.
- Foster a positive and inclusive student community, supporting events and initiatives that enhance resident experience and wellbeing.
- Dealing with day-to-day enquiries from residents and the public at Host both face to face, by telephone, email and social media. To cope in busy situations and to be able to deal effectively with difficult customers.
- Assisting 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.
- Assisting with the implementation of a Student Experience events programme that will engage with residents and create positive living experiences for all living at the accommodation and enhance student satisfaction.
- Act as a main point of contact for student concerns, ensuring a proactive approach to issue resolution and service improvements.
- Support efforts to enhance resident engagement through social events, surveys and feedback mechanisms.
- Promote high standards of service delivery and ensure positive resident experiences, supporting efforts to achieve strong online reviews.
- Foster a positive and inclusive community within the residence, ensuring an excellent student experience.
- To have an awareness of student welfare issues, to keep the Property Manager informed of any matters that may arise in the accommodation relating to this and liaise with the appropriate welfare professionals as required.
- Organise and promote community engagement activities to enhance student wellbeing and retention.
- Ensure a proactive approach to resolving complaints, escalating issues where necessary.
- Strive to improve resident experience through high quality reviews via third party platforms (Google, Trustpilot, Student Crowd etc.) and through customer satisfaction surveys goals.

Facilities and Maintenance Management

- Ensure site presentation is consistently high, working closely with housekeeping and maintenance teams to ensure consistent delivery.
- Ensure that properties are well-maintained and compliant with health, safety and environmental standards, conducting regular inspections and audits.
- Support the Property Manager in fulfilling health and safety initiatives and compliance tracking.
- Assist in ensuring 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 have a good understanding and be able to respond to all Health and Safety matters.
- Collaborate with external contractors and stakeholders on the development and maintenance of facilities.
- Ensure all operational activities are delivered in a manner that reduces environmental impact and promotes sustainability.

Compliance

- Assist the Property Manager to ensure the property complies with relevant legislation (Health & Safety, Data Protection, ANUK, HMO licensing etc.) and Host's own policies and procedures.
- Ensure that all Host IT systems hold accurate data and act as a single source of truth for each site, in particular our PMS, CRM and FM systems.
- Take responsibility for security and incident management, implementing Host's escalation procedures when necessary.
- Assist the Property Manager to ensure that the site and its processes are compliant with the relevant local and national current legislation and regulations for all operational matters.
- Assist the Property Manager to ensure that all statutory testing is carried out and documented.

Person Specification:

- A customer-first mindset, with a passion for creating an excellent resident experience.
- Previous experience in property management, hospitality or a customer-focused role.
- Strong interpersonal and communication skills, with the ability to build positive relationships with students, staff and stakeholders.
- Excellent problem-solving skills and a proactive approach to issue resolution.
- Ability to work flexibly, including evenings and weekends as required.
- Strong organisational skills and attention to detail.
- Knowledge of health & safety regulations and compliance best practices is desirable.
- Self-motivated and adaptable, with a drive to learn and develop within the role.
- Good understanding of customer and market dynamics in your city
- A positive, can-do attitude with a desire to achieve outstanding results.
- Conscientious with strong attention to detail.
- Excellent verbal and written communication skills.
- Proactive nature and ability to work on own initiative.

Additional Information:

The responsibilities outlined above are not exhaustive and you may be required to undertake additional tasks that align with your role, including those that contribute to the continuous improvement of our service.

The post holder will be required to participate in an on-call rota to provide emergency support outside of standard working hours.

Flexibility may be required during peak operational periods, such as student move-in and move-out.