



Where students are at home.

Host Student Housing Management Limited

Job Description

Post:	Assistant Manager
Starting Salary:	£28,600
Status:	Full Time
Location:	17a Christchurch Road, Bournemouth
Line Manager:	Property Manager
Responsibility:	To assist in the management and provision of operational services at Host Student Housing Management Limited.

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.

REQUIREMENTS

- Must be customer focused with experience of working in a customer focused environment
- Must possess excellent organizational and communication skills
- Some experience of staff management preferable
- Cash handling and budget control experience
- The post holder will need to be computer literate with good knowledge Microsoft Office, emails and web searches.
- 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
- Ability to demonstrate an objective, professional and calm approach when handling difficult situations, experience in complaint handling would be desirable
- Willingness to be flexible at key time of the year, to offer a 'can-do' attitude to ensure the completion of what is required
- An understanding of advertising, sales and marketing (both online and offline) with knowledge of the use of social media in the workplace
- A degree or similar qualification would be an advantage as would relevant management experience within a Hall of Residence, Hotel or Housing Company.

MINIMUM STANDARDS OF PERFORMANCE

To assist the Property Manager with the following: -

1. Management and Administration

- 1.1 The recruitment, selection and appointment of all staff and their induction, welfare, discipline and training.

- 1.2 Administration of all employees' administration records.
- 1.3 Purchasing, regulation and monitoring of all equipment at Host.
- 1.4 Regular inspections of all residential accommodation for the purpose of verifying residents Health & Safety, checking for damage or misuse of facilities and for the maintenance of correct standards of cleanliness, hygiene and provision.
- 1.5 Maintaining adequate arrangements for security and safety including the inspection of fire fighting equipment and detectors and the enforcement of safety procedures in emergency situations.
- 1.6 Accounting and collection of money from residents. This will include rent payments, telephone and internet account payments together with any other recoverable sundry items.
- 1.7 Undertaking, assessing and recording of damages. Ensuring the issuing of invoices and recovery of monies for this debt.
- 1.8 To issue invoices for all monies owed, and chase arrears for non payments in accordance with Host's policy and procedures on debt recovery.
- 1.9 Assistance of the preparation of monthly and end of year accounts for presentation to the Senior Management and Finance teams.
- 1.10 Allocation and security of all door entry swipe cards and bedroom keys to residents and appropriate visitors.
- 1.11 Not to allow entry to any unauthorised visitors.
- 1.12 Maintaining administration records for residents during their stay and during vacations.
- 1.13 Dealing with any property related issues in a timely manner, following up on any unresolved matters and engaging with other colleagues and Management when necessary.
- 1.14 To assist with maximising non-core academic rental income by promoting summer business and exploring opportunities for additional sundry revenue.

2. Customer Service

- 2.1. 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.
- 2.2. 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.
- 2.3. 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.

- 2.4. 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.
- 2.5. Providing a decisive and effective response to customer complaints, assisting in and resolving issues and escalating as appropriate.
- 2.6. Involvement in student discipline issues as and when required.
- 2.7. Assisting in the marketing, sales and reservation of accommodation for students, guests and visitors. Undertaking viewings of the property.
- 2.8. Assisting with the implementation of a Residence Life and events programme that will engage with residents and create positive living experiences for all living at the accommodation and enhance student satisfaction.
- 2.9. 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.
- 2.10. Develop a culture of aspiring to provide the best customer service within the accommodation, ensuring all staff know each and every student and develop a rapport with them to ensure a personal connection is made with each person.
- 2.11. Receiving and distribution of mail for residents.

3. Compliance and Accountability

- 3.1. Responsibilities for ensuring legal requirements are met including Health & Safety at Work, COSHH, lone working, Employment Protection Acts, Equal Rights Legislation and the Housing Act.
- 3.2. To ensure statutory obligations and Company Policy relating to Privacy and Data Protection law are observed.
- 3.3. 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 our obligations.
- 3.4. To be aware of statutory compliance and associated best practice for Health and Safety, ensuring all legal requirements and Host directives or procedures are adhered to. Ensuring that all work undertaken in the accommodation meets the highest safety standards in line.
- 3.5. 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 understand and respond to all Health and Safety matters.
- 3.6. To ensure the accommodation is managed in accordance with the ANUK code of standards.

4. Teamwork

- 4.1. Working collaboratively to help support the overall operational team to deliver its business plan and broader objectives.
- 4.2. Working in a collegiate and supportive manner with colleagues, ensuring opportunities to share best practice are utilised.
- 4.3. Developing and maintaining productive working relationships with third party suppliers.
- 4.4. Embracing change, supporting the business and colleagues through the business transformation.
- 4.5. 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.

5. General Role Duties

- 5.1. Liaison with University Accommodation Offices to provide an update on information and assistance as required. Liaison with external agencies in order to provide effective and efficient services.
- 5.2. Assist with and input into the marketing strategy for the accommodation both in an online and offline capacity. To have responsibility for social media content and the organisation of social events held on site.
- 5.3. To actively embrace the Marketing Plan for the accommodation and ensure monthly targets are met to ensure that the scheme is 100% occupied each year.
- 5.4. To 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.
- 5.5. Maintaining adequate arrangements for the removal of refuse, ensuring the general tidiness of the surrounding land, courtyard, garden area and car park.
- 5.6. To ensure that the site is secure at all times. Ensuring safe access to buildings at all times.
- 5.7. Dealing with inappropriate parking on site and on adjacent property.
- 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 inform the Property Manager at any time on any aspect of the property that he or she feels may require attention.

The Assistant Manager at Host will be required to deputise for the Property Manager in their absence.

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. Tasks of a similar nature may be allocated by the Property Manager, 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:-