

Job Title: Property Manager

Reports to: Head of Operations

Working Hours: 40 hours per week

Based: Centurion House, Bath

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 Property Manager is responsible for the day-to-day operational management of their site, ensuring the delivery of exceptional service to residents while maintaining operational excellence, financial performance and compliance with Host's standards and policies.

Acting as the key on-site leader, the Property Manager works closely with the Regional Manager/Head of Operations and other central teams to ensure the site achieves its operational and financial targets. The role demands a hands-on approach to creating a vibrant, student-focused environment that supports Host's values and objectives.

This role will lead on the day-to-day operational management of their site working closely with Operations, Commercial, Finance, Marketing, IT and Estates teams to drive commercial performance across your business unit.

Key Responsibilities (including but are not limited to):

- Manage the day to day operations of the Property, overseeing daily site operations, ensuring compliance with Host's policies, health & safety regulations, industry standards and a high standard of property maintenance.
- Maximise occupancy and drive revenue by managing the sales process, conducting viewings, engaging with university partners and implementing local marketing initiatives.
- Manage budgets, control costs, oversee rent collection and contribute to revenue-generating opportunities like summer lettings.
- Foster a positive student community, handle resident concerns and drive high levels of satisfaction and engagement.
- Recruit, develop and retain talent, promoting a truly motivated team with positive staff engagement.
- Be responsible for the overall performance of the property in all areas.

Property Management

- Oversee the daily operations of the property, ensuring compliance with Host policies and industry regulations (e.g., ANUK Code of Standards).
- To ensure residents and their property are cared for and maintained to the highest possible standards, in line with budgets, service level agreements and regulatory requirements.
- To plan, execute and deliver all aspects of daily site operations, ensuring that key time scales and resident commitments are fully met.
- To oversee delivery of planned, cyclical and reactive maintenance, through engagement with preferred contractors and suppliers for specific works.
- To act as the responsible person on site and ensure the site, as well as residents and contractors, are compliant with statutory and contractual obligations, as well as all compliance and Health and Safety regulations.
- To manage key processes, with oversight of enquiries such as contract renewals, utility renewals, insurance claims and renewals, Health and Safety reports and accompanying actions.
- Conduct regular community walkabouts and inspections and take appropriate actions to ensure that the physical aspects of the property, grounds, buildings and amenities meet established standards for safety, cleanliness and general appearance and appeal.
- Collection of rents on time, using approved methods.
- Liaison with third party debt collection agents for recovery action on non-payments.
- Lead and manage the site team, ensuring high levels of engagement, performance and development.
- Ensure the property is well-maintained, safe and secure, working closely with maintenance and cleaning teams.
- Monitor and manage health & safety compliance, carrying out regular risk assessments and fire safety checks.
- 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

- Contribute to the creation of the site budget each year and actively participate in the monthly and quarterly P&L providing detailed commentary.
- Manage the site budgets effectively, ensuring financial targets are met.
- Oversee 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.
- Achieve highest possible net operating income for your site; implement effective cost control and revenue & leasing improvement, identify trends and recommend strategies and adjustments, budgets to maximise profitability and efficiency.
- To originate, approve and submit purchase orders and process invoices from vendors, contractors and service providers for payment and manage communication with finance team members and other stakeholders as required.
- Ensure that costs are within budget, or have investor approval, and that the correct process is always followed.
- Be responsible for the control and safe custody of a site credit card, ensuring the correct process is followed for purchases on this card, timely submission of monthly receipts and reconciliation and immediately alert your line manager should there be any fraudulent activity.
- Maximise non-core income and investigate and propose additional income streams, such as summer lettings and other sundry revenue streams.

Team Leadership and Development

- Uphold the high standards expected from a Host property team, by training team members and enabling a culture striving for excellence in line with Host's Purpose and Values.
- Lead and manage your team, ensuring high levels of engagement, productivity and professional development.
- Cultivates site team buy-in through coaching, thought leadership and developing bottom-up thinking.
- Oversee recruitment, selection and training of staff across the site, ensuring a culture of high standards and accountability.
- Conduct regular 1-2-1s and appraisals, setting clear, achievable targets while developing team capability. Manage performance in line with policy, ensuring proactive development plans for all team members.
- Undertake training and performance management of site staff, oversee payroll processes, and ensure compliance with employment policies.

Sales, Marketing and Stakeholder Relations

- Drive occupancy and drive revenue by proactively managing the sales and leasing process.
- Set the tone for upbeat and informative tours being provided at the building by your team.
- Conduct property tours and viewings, providing an engaging and informative experience for prospective residents and their families.
- Maintain accurate records of enquiries, applications and bookings, ensuring CRM and leasing systems are updated.
- 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 community within the residence, ensuring an excellent student experience.
- Be the main point of contact for students, providing support, resolving issues and ensuring a high level of customer satisfaction.
- Organise and promote community activities to enhance student wellbeing and retention.
- Promote resident satisfaction and retention by ensuring a timely response to questions, requests and complaints in a timely manner and taking appropriate action to resolve and address service issues.
- 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.
- Ensure that properties are well-maintained and compliant with health, safety and environmental standards, conducting regular inspections and audits.
- Manage both planned and reactive maintenance, ensuring high standards of cleanliness and hygiene.
- 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.
- 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.
- Liaise with insurers and their representatives to ensure any claims are dealt with efficiently.

Compliance

- Ensure the property complies with relevant legislation (Health & Safety, Data Protection, ANUK, HMO licensing, etc.) and Host's internal 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.
- Work with senior management to ensure that Host are complying with our contractual obligations under our Operational Management Agreement.
- Take responsibility for security and incident management, implementing Host's escalation procedures when necessary.
- Ensure that the site and its processes are compliant with the relevant local and national current legislation and regulations for all operational matters.
- Working with the Commercial Director to manage all university partnership relationships and service level agreements, ensuring compliance is always maintained.
- Ensure that all statutory testing is carried out and documented adopting the 'document or it didn't happen' mantra.

Person Specification:

- Proven experience in property or hospitality management, preferably within student accommodation or residential property.
- Strong leadership and people management skills, with experience leading on-site teams.
- Excellent customer service and problem-solving skills, with a student-first mindset.
- Strong financial acumen, with experience managing budgets and financial performance.
- Knowledge of health & safety regulations, compliance requirements and property management best practices and a good understanding of customer and market dynamics in your city.
- Ability to work flexibly, including participating in an on-call rota for emergency support.
- Strong verbal, written, interpersonal and communication skills, with the ability to build relationships with students, staff, universities and other internal and external stakeholders.
- Self-motivated, always demonstrating an ability and drive to adapt, learn and develop.
- Experience of managing compliance, health & safety regulations and risk management in a property-based setting.
- Excellent leadership and team management skills, with a track record of motivating teams to achieve high performance and a proactive nature with the ability to work on own initiative.
- Exceptional communication and interpersonal skills, capable of managing relationships with a variety of stakeholders and team members.
- A positive, can-do attitude with a desire to achieve outstanding results, remaining conscientious with strong attention to detail.

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.