

Job Title: Multi-Site Property Manager

Reports to: Regional Manager

Working Hours: 40 hours per week

Based: Penny Street & Marton Street, Lancaster

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 Multi-Site Property Manager is responsible for the day-to-day operational management of their sites, 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 Multi-Site Property Manager works closely with the Regional Manager/Head of Operations and other central teams to ensure their sites achieve their 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 sites 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 more than one 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 within each property.
- Recruit, develop and retain talent, promoting a truly motivated team with positive staff engagement at each location.
- Be responsible for the overall performance of the properties under your control in all areas.

Multi-Site Property Management

- Oversee the daily operations of multiple properties, ensuring compliance with Host policies and industry regulations (e.g. ANUK Code of Standards).
- Ensure residents and their property are cared for and maintained to the highest possible standards across all locations, in line with budgets, service level agreements and regulatory requirements.
- Plan, execute and oversee all aspects of daily operations at multiple sites, ensuring key time scales and resident commitments are fully met.
- Oversee the delivery of planned, cyclical and reactive maintenance across all sites, through engagement with preferred contractors and suppliers for specific works.
- Ensure all properties, as well as residents and contractors, are compliant with statutory and contractual obligations, as well as all compliance and Health & Safety regulations.
- Manage key processes across sites, with oversight of enquiries such as contract renewals, utility renewals, insurance claims and renewals, Health & Safety reports and accompanying actions.
- Conduct regular community walkabouts and inspections across all sites and take appropriate actions to ensure that the physical aspects of the properties, grounds, buildings and amenities meet established standards for safety, cleanliness and general appearance.
- Ensure timely collection of rents across all properties, using approved methods.
- Liaise with third-party debt collection agents for recovery action on non-payments.
- Lead and manage multiple site teams, ensuring high levels of engagement, performance and development.
- Work closely with maintenance and cleaning teams across properties to ensure all locations are well-maintained, safe and secure.
- Monitor and manage Health & Safety compliance across multiple sites, carrying out regular risk assessments and fire safety checks.
- Handle operational challenges efficiently across all properties, including maintenance issues, resident concerns and other site-specific incidents.
- Provide out-of-hours support as required, ensuring that issues are escalated according to procedure.
- Act as a Host brand ambassador in every interaction, ensuring a positive and lasting impression across all sites.

Financial

- Contribute to the creation of property budgets each year and actively participate in monthly and quarterly P&L reviews, providing detailed commentary.
- Manage site budgets effectively, ensuring financial targets are met across all properties.
- Oversee the collection of all sums due from residents and effectively manage all arrears and bad debt across the portfolio.
- Liaise with third-party debt collection agents for recovery action on non-payments.
- Achieve the highest possible net operating income across all sites; implement effective cost control, revenue and leasing improvements, identify trends and recommend strategies and adjustments to maximise profitability and efficiency.
- Approve and submit purchase orders and process invoices from vendors, contractors and service providers for payment, ensuring clear communication with finance team members and other stakeholders.
- Ensure costs are within budget or have investor approval, always following the correct process.
- Manage and oversee site credit cards where applicable, ensuring correct usage, timely submission of receipts and reconciliation while reporting any fraudulent activity immediately.
- Maximise non-core income and investigate additional revenue streams such as summer lettings and other sundry revenue sources.

Team Leadership and Development

- Uphold high standards across all site teams, training team members and fostering a culture of excellence in line with Host's Purpose and Values.
- Lead and manage multiple teams, ensuring high levels of engagement, productivity and professional development.
- Cultivate buy-in from site teams through coaching, thought leadership and encouraging bottom-up thinking.
- Oversee recruitment, selection and training of staff across multiple properties, ensuring a culture of high standards and accountability.
- Conduct regular 1-2-1s and appraisals across all sites, setting clear, achievable targets while developing team capability.
- Manage staff performance in line with policy, ensuring proactive development plans for all team members.
- Oversee training and performance management of site staff, payroll processes and compliance with employment policies.

Sales, Marketing and Stakeholder Relations

- Drive occupancy and revenue across multiple sites by proactively managing the sales and leasing process.
- Ensure that all team members provide upbeat and informative property tours across locations.
- Conduct property tours and viewings, providing engaging and informative experiences for prospective residents and their families.
- Maintain accurate records of enquiries, applications and bookings across multiple sites, ensuring CRM and leasing systems are updated.
- Identify marketing opportunities within the local student accommodation market, developing innovative ways to promote properties.
- Work closely with university accommodation offices and local stakeholders to generate referrals and maintain strong partnerships.
- Regularly review marketing materials across sites to ensure brand compliance and relevance.
- Ensure a seamless onboarding process for residents across all properties, providing clear information on site operations.
- Manage and respond to enquiries efficiently 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 by working with commercial and marketing teams to 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.
- Monitor competitor marketing strategies and pricing, identifying trends and opportunities.

Customer Experience and Resident Engagement

- Monitor the housekeeping operations to ensure that all sites remain presentable at all times.
- Foster a positive and inclusive community within all residences, ensuring an excellent student experience.
- Act as the main point of contact for students across multiple sites, providing support, resolving issues and ensuring high levels of customer satisfaction.
- Organise and promote community activities across sites to enhance student wellbeing and retention.
- Promote resident satisfaction and retention by ensuring timely responses to questions, requests and complaints, taking appropriate action to resolve issues.
- Implement 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 customer satisfaction surveys.

Facilities and Maintenance Management

- Ensure site presentation is consistently high across all properties, working closely with housekeeping and maintenance teams.
- Ensure all properties are well-maintained and compliant with health, safety and environmental standards through regular inspections and audits.
- Manage both planned and reactive maintenance across multiple sites, ensuring high standards of cleanliness and hygiene.
- Ensure that accurate records of site operations and statutory testing are maintained, including fire alarm tests, risk assessments, fire evacuations and water testing.
- Collaborate with external contractors and stakeholders on the development and maintenance of facilities across all sites.
- Ensure all operational activities promote sustainability and minimise environmental impact.
- Liaise with insurers and their representatives to ensure claims are managed efficiently.

Compliance

- Ensure all properties comply 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 for each site, particularly in PMS, CRM and FM systems.
- Work with senior management to ensure Host complies with contractual obligations under the Operational Management Agreement.
- Take responsibility for security and incident management across multiple sites, implementing escalation procedures when necessary.
- Ensure all properties and processes comply with local and national legislation for operational matters.
- Work with the Commercial Director to manage university partnerships and service level agreements, ensuring compliance is maintained.
- Ensure all statutory testing is documented following the 'document or it didn't happen' principle.

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.
- Experience managing multiple teams is preferred but not essential—we want a proven leader who may be ready to step up from their current position.
- 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.