

## Job Description

<b>Job title:</b>	<b>Mobilisation Manager (Build To Rent)</b>
Reports to:	Head of Build to Rent
Direct reports:	<i>As the need arises this role will also take responsibility for:</i> - Property Mobilisation Assistant
Location:	Based in Manchester City Centre head office with travel required (2 roles: one North West one National)
Salary:	£35 to £40K
Purpose of the role:	<p>To assist the Head of Build to Rent with mobilisation of new Build to Rent schemes creating 5* customer service and enhancing the resident experience. Inputting knowledge and experience at design stage to maximise net income for the client and offering a comprehensive pre management service which includes:</p> <ul style="list-style-type: none"> <li>- Build specification</li> <li>- Branding advice</li> <li>- Service Provision</li> </ul>
Responsibilities:	<p><b>Risk and Opportunity Analysis</b></p> <ul style="list-style-type: none"> <li>• To proactively network and build professional partnerships and relationships with 3<sup>rd</sup> party providers. E.g. utility companies</li> <li>• Where required, to present the built to rent offering to external clients.</li> <li>• To analyse marketing strategies, potential opportunities and financials, evaluating options and best next steps.</li> <li>• To negotiate strategies and examine risks and opportunities.</li> <li>• Budget preparation ensuring that all relevant and necessary line items are captured</li> <li>• Ensure that estimated rental valuations are completed and comparable evidence is provided</li> <li>• Full preparation of financial operating models ensuring all areas of ongoing management, recruitment and income are captured.</li> </ul> <p><b>Implementation and Onboarding</b></p> <ul style="list-style-type: none"> <li>• To support the smooth introduction and transfer in management of an existing build to rent scheme.</li> <li>• Partnering internal teams to develop and deliver a proper financial health check, budget and transfer plan.</li> <li>• Developing and overseeing an appropriate Property Management Schedule (PMS) for new buildings and a cycle for assessments, driving the right outcomes and follow-up</li> <li>• Developing and overseeing an appropriate Property Service Schedule (PSS), with effective supplier and invoice management and the right approach to planned, cyclical and unplanned maintenance</li> <li>• Strong management and communication with Building Services staff to ensure peck performance.</li> <li>• Ensuring H&amp;S issues and all regulatory needs are fully met.</li> <li>• Attend and input to design team meetings with developers and clients, providing knowledge of the industry and building</li> </ul>

management to influence design execution and ensure operational efficiency once the buildings are live.

- Complete planning strategies when required. E.g. management, waste and postal strategies.

### Management

- To act as a senior member of the urbanbubble team, contributing proactively to operations and role modelling the values and key behaviours.
- To contribute to recruiting, developing and retaining talent.
- To promote peak performance through objective setting, personal development, team meetings and performance reviews.
- To ensure all urbanbubble policies and processes are adhered to and regulations respected, with accurate and timely work delivered by you and members of your team.
- To promote effective two-way communication and true engagement.

Critical skills required:

- Confident, persuasive and credible.
- Articulate with strong presentation and communication skills.
- Ability to manage multiple, sometimes conflicting deadlines, and support the team to prioritise work within a busy environment.
- Effective analytical and decision-making skills.
- Ability to work independently and on own initiative, whilst respecting internal policies, legislation and regulation.
- Effective people management and delegation skills.
- Customer service skills at the highest level.
- Financial management.

Critical knowledge required:

- Commercial knowledge to analyse market data and provide accurate comparable evidence.
- Industry specific knowledge, commercial understanding and business acumen.
- Knowledgeable in relevant regulations, legislation, guidance and best practice. Able to apply knowledge practically day-to-day, for example in terms of RICs, ARMA-Q and H&S legislation.
- Seeks opportunities to develop and maintain the necessary technical knowledge required to be fully effective in role.
- Must have a full driving license and own car

## Personal Profile

Qualifications required:

- IRPM, Member level (or willing to work towards) is essential.
- MIRICS (preferred but not essential)
- ARLA, or working towards (preferred but not essential).
- Degree level education is desirable

Experience required:

- Experience of residential property management, or at a minimum facility management, on a large scale.
- Significant experience and proven track record in delivering the highest standards of customer service.

Attitude/approach

- Self-motivated and enjoys working to targets.
- Proactive, positive and can do.
- Inherent enthusiasm and passion.

urbanbubble requires people who are **professional, hard working, innovative, passionate**; who are **effective** in their roles and who truly **engage** with the customer.

Date of description:

| January 2018