

Job Description

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| Job title: | Resident Services Manager |
| Reports to: | General Manager |
| Direct reports: | Assistant Resident Services Manager |
| Location: | The Slate Yard, Manchester |
| Hours of work: | Shifts – between the hours of 7:30 – 7:30. 8.5 hours a day, 5 days a week (30 mins lunch break) |
| Salary: | £26 to £30K |
| Purpose of the role: | Responsible for ensuring that all resident services are carried out to a high standard and are delivered timely, accurately and in a cost effective manner. To act as the face of The Slate Yard with residents and visitors, enhancing the overall customer experience. |
| Responsibilities: | <p>Organising residents events and managing budget spend</p> <ul style="list-style-type: none">• Organise and manage monthly resident events to encourage resident engagement whilst keeping costs to a min.• Building relationships with local retailers and restaurateurs to agree special offers for our residents.• Keep residents portal fresh with up to date content including all services and offerings. <p>Marketing & Advertising</p> <ul style="list-style-type: none">• Work with the general manager and marketing team to coordinate overall marketing strategy for the scheme.• Know competitors and be able to leverage the product and people as a differentiation in the marketplace.• Proficiently articulate the value proposition of the property.• Deliver a positive and consistent personal experience with all customers and visitors.• Monitor all advertising and daily update availability on the management system.• Update property Facebook page three times per week. <p>Understand current market</p> <ul style="list-style-type: none">• Shop all competition at least once a month.• Review monthly market surveys and be knowledgeable of content.• Complete weekly competitive survey. <p>Ensure appearance of property meets required standards</p> <ul style="list-style-type: none">• Complete daily checklist.• Report all property deficiencies to the appropriate manager.• Respond to, follow up and close work order requests when applicable.• Ensure lease paperwork is accurate. |

- Administrative duties as assigned.

Generate new lets

- Daily management of 100% of leads into internal management system.
- Conduct 3 follow ups per lead.
- Follow up with a phone call to every prospective resident within 24 hours of a property tour. Additional follow up via e-mail to take place within 48 hours.

Arranging Tenancies:

- Check ins - Ensuring legal documentation is accurate.
- Ensuring that repairs are completed within a reasonable timescale.
- Providing exceptional service to the residents, including providing informed and accurate advice in order to ensure that resident retention rates remain high.
- Registering the residents deposit in a secure deposit scheme.
- Drafting AST's and tenancy documents.
- Preparing handover packs & tenants guides.
- Providing an introduction to the building and tour of the facilities available.
- Quarterly internal inspections of the apartments are required, creating a findings report and where there is a maintenance issue or something which needs attention actioning this promptly.
- Conduct pre-tenancy inspections to ensure that the property is immaculate prior to move in.
- Arranging EPC, inventories, furniture installation and removal.

Managing Maintenance:

- Liaising with the maintenance team and third party companies to arrange for repairs to be completed to a professional standard in a timely manner, following procedures to ensure that service standards are consistent.

Arrears:

- Proactively demand and collect rent arrears, chasing unpaid rents at least twice a week and providing regular updates to the client account manager.
- Serving required legal notices at the correct time to ensure landlord can regain possession accordingly.
- Instruct solicitors on behalf of the client, in the event that legal action is required.
- Attend court on behalf of the client where possession and rent arrears proceedings are brought.
- Charging late payment fees as soon as they become due to encourage residents to pay on time in future.

Renewals:

- Running reports 8 weeks prior to end of tenancy and liaising with residents accordingly to agree renewals. Negotiate rental increases in line with market rent.
- Prepare memorandums to formalise any lease extensions,

ensuring residents sign and return renewal documentation in timely manner and make payment of fees accordingly.

Check Outs:

Critical skills required:

- Arranging check out appointment and liaising with the residents regarding deductions where required.
- Arranging for deposits to be released in a timely manner – in line with legislation and company procedure.
- Releasing deposits.
- Customer Service, including negotiation skills and dealing with difficult situations.
- Proficient in the use of Microsoft office packages including Word, Excel and Outlook as well as other systems such as databases or booking systems (Training however will be provided).
- ARLA qualification preferred but not essential.
- First Aid
- Health & Safety

Critical knowledge required:

- Knowledge of all systems, facilities and equipment onsite and a basic understanding of how to test and maintain them.
- Health and Safety.

Personal Profile

Qualifications required:

- ARLA qualification preferred but not essential.
- First Aid
- Health & Safety

Experience required:

- Customer Service, including negotiation skills and dealing with difficult situations.
- Proficient in the use of Microsoft office packages including Word, Excel and Outlook as well as other systems such as databases or booking systems (Training however will be provided).

Attitude/approach

- Proactive, positive and can do.
- Enthusiastic and passionate about customer service.
- Professional and credible.

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