SECTION 1: JOB DESCRIPTION

Job Title:	**Accommodation Manager**	
Department:	**Operations**	**Location: Glendower House- Cardiff**
Direct Reports:	**TBC**	**Reports To: Head of Operations**

Key Purpose of the role

CRM Students is the UK's leading independent manager of student accommodation with multiple sites throughout the UK and also manages residential facilities for corporate clients.
The Accommodation Manager is a critical role for the success of any student development. CRM Students promote a caring and involved relationship with our student customers.
We provide a warm, welcoming and exciting place to live. The successful applicant must enjoy developing a professional but personal relationship with our student customer, parents, University's Accommodation Officers and our Clients.

Key Tasks

The varied role involves:

- Ensuring a warm, welcoming environment to students, parent and visitors to the sites
- Responding to tenant queries and maintenance issues throughout the academic year
- Ensuring the sites are safe environments in which to live and work
- Prompt collection of rents and controlling the budgetary targets for the site
- Marketing and promotion of the accommodation
- Undertaking regular inspections of flats
- Undertaking routine daily/weekly safety inspections and updating the web based safety management system
- Establishing and developing working relationships with suppliers and contractors
- Being part of the out of hours rota for emergencies
- Supporting the management of the site in compliance with ANUK National Code of standards
- Working with University accommodation team delivering a quality service
- Active liaison with University staff including attending regular meetings with relevant bodies

SECTION 2: KNOWLEDGE AND SKILLS

Skills & Attributes/ Personal Characteristics:

- Experience in facilities management, property management or hospitality sectors
- Experience of working to budgets and targets
- Experience in producing weekly and monthly KPI reports
- Excellent communication skills displaying sensitivities to and understanding students needs
- Excellent leadership and interpersonal skills

- Good level of computer literacy using Microsoft Word, Excel and Outlook
- Excellent communication skills displaying sensitivities to and understanding students needs
- Must be pro-active and able to use initiative in order to make the site the best available

This job description list is not exhaustive and may alter in light of the changing needs of our clients. You may be required to undertake other duties from time to time as the company may reasonably require.

Closing Date: 11th December 2016