

SECTION 1: JOB DESCRIPTION

Job Title: Accommodation Manager	
Department: Operations	Location: Twerton Mill, Bath
Direct Reports: TBC	Reports To: Head of Operations

Key Purpose of the role
<p>The Accommodation Manager ensures the smooth day-to-day running of the residence. A support to the on-site team as well as the residents. The Accommodation Manager will build rapport with the residents and ensure each resident receives an exceptional experience.</p> <p>Head up the on-site operations team and managing the smooth running of the site.</p> <p>Overseeing Housekeeping, Security, Maintenance and other necessary teams while maintaining an unprecedented student experience in-house.</p>

Key Tasks
<p>The varied role involves:</p> <ul style="list-style-type: none"> • 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:
<ul style="list-style-type: none"> • 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: 30th December 2016