

## SECTION 1: JOB DESCRIPTION

<b>Job Title: Operations Support Manager</b>	
<b>Department: Operations</b>	<b>Location: London</b>
<b>Reports To: Head of Operations- London</b>	

### Key Purpose of the role

To provide a professional service to our clients by supporting the Head of Operations to ensure key performance indicators and a range of objectives are met. Maximising income and achievement of financial goals by ensuring Accommodation sites and their teams meet key performance targets including Health and Safety, occupation levels and the efficient management of budgets.

### Key Tasks

- **Deliver customer service to the highest level**
  - Responding to customer and client enquiries in a prompt and courteous manner
  - Communicating effectively with clients to ensure they are fully informed of current and future developments
  - Maintaining excellent working relationships with Universities and colleges within the region.
  - Developing a robust contractor panel to ensure the property is always in prime condition and procure best value on behalf of our clients.
  - Deliver and develop effective induction and training models to support team development
  
- **Ensure the property is a safe place to live and work**
  - Ensure property fully complies with current legislation
  - Ensure all fire equipment checks and evacuations are undertaken by relevant personnel
  - Ensure that proper and accurate records are maintained on site and audit regularly
  
- **Achieve targets for accommodation and profit levels**
  - Develop and implement marketing plan to achieve financial goals
  - Ensure prompt collection of rents with minimal bad debt within the region and within budget.
  - Negotiate rates with local suppliers to keep costs under control.
  - Report on a regular basis to the Regional Manager regarding KPI's and produce timely & accurate reports when required.
  - Develop additional services and income streams
  
- **Staffing levels and reporting**
  - Involvement in the recruitment and selection of Site Accommodation team members including completion of associated records in conjunction with the Human Resources Manager at CRM.

- The induction, training and development of the above categories of staff where appropriate.
  - Required to review with site teams work practices and procedures to ensure a pleasing and hygienic standard of accommodation.
  - Monitor regularly working methods with particular regard to safety, ensuring that all staff have an understanding of Health & Safety and Fire Safety procedures.
  - Review with Site Management Teams the upkeep of the fabric of the building, equipment, furniture and fittings by reporting defects and taking corrective action, so that a well maintained safe and secure living and working environment exists.
  - Investigate complaints, persistent or serious breaches of the tenancy agreement, behavioral matters and damage and take action or make recommendations to the Operations Director for informal disciplinary procedures as appropriate.
  - Ensure accurate records are kept of investigations and subsequent action taken.
  - Any other duties as reasonably requested by the Operations Director or the Managing Director CRM Ltd
- **Working relationships**
    - Liaison with Regional Manager, Operations Director, Accommodation Managers within the team, Security staff concerning student welfare, student committees/associations, /use, safety, security, etc.
    - Regular contact with students / residents
    - Liaison with CRM Management Team.
    - Contact with Property suppliers, contractors.

It may also be necessary to undertake other duties, from time to time, as the company may reasonably require.

## SECTION 2: KNOWLEDGE AND SKILLS

### Skills:

- Client focused
- Microsoft Word, Excel and Outlook
- Excellent verbal and written Communication Skills
- Excellent organisational skills
- Focus on & commitment to excellence in customer service
- Ability to analyse & interpret data
- Ability to meet deadlines
- Knowledge of the Dream Accounting System is desirable but not essential
- Knowledge of TCAS management system.

**Attributes/ Personal Characteristics:**

- Desire to deliver and achieve excellent standards of service
- The ability to lead & work within a team
- Positive and Enthusiastic
- The ability to stay calm under pressure

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: 3<sup>rd</sup> January 2017**