

Live in Resident Services Managers

UNCLE

Do you want to take on a challenge that is particularly exciting and rare within the luxury property sector?

Are you motivated by delivering exceptional customer service and developing relationships with your customers?

If so, this could be a fantastic opportunity for a couple who enjoy / would enjoy working together! An exciting and very rare opportunity has arisen for a couple to take on the running of a luxury Build to Rent development in West London as Live-In Resident Services Managers.

The ideal profiles for this position would mix customer service and knowledge of facilities maintenance though this role will be best suited to a couple who enjoy working together and contributing to the success of their development. Experience isn't essential but a motivated couple with relevant experience within hospitality, property management or leisure would be welcomed.

Resident Managers provide critical hands-on leadership in a luxury residential rental building.

With the direction and support of the Operations Manager, the Resident Managers are responsible for the overall performance of the property by maximizing profitability and maintaining brand standards within established operational and budgetary objectives.

This includes effective marketing, efficient administration, expense control, income maximisation, ensuring the proper physical maintenance of the building and surrounding property and daily management and training of support staff.

The Resident Managers are required to live on-site and work flexible hours including month end and on-call requirements.

The Resident Managers are responsible for fostering and maintaining a friendly and professional environment for residents, prospects, service providers and contractors.

The position requires that at least one member perform letting and administrative duties as follows:

- Conduct viewings to prospective tenants
- Process resident applications including completion of background and credit checks
- Ensure rents are collected and deposited on a timely basis
- Negotiate tenancy renewals in conjunction with established targets
- Utilise property management software to record transactions and run various operating reports

Customer Service (both individuals):

- Communicate effectively and courteously, whether face to face, via telephone or in writing, with Residents and colleagues, clearly understanding and responding to their needs.
- Organise, promote, and conduct resident events
- Ensure resident issues and service requests are addressed within 24 hours
- Promote a neighbourly and community atmosphere Undertake programs to recognise long term residents
- Seek ways to exceed service expectations of residents

Develop & Manage Teams (both individuals):

- Support new members of the team, providing a warm welcome and supporting their development by answering questions and offering guidance Interview candidates and provide hiring recommendations to asset manager
- Attend and constructively contribute to team meetings, sharing knowledge, developing and supporting new ideas and improved processes
- Foster an environment to encourage continuous staff development and a strong customer service attitude
- Establish and monitor work schedules of staff in accordance with corporate guidelines and to meet high turnover periods
- Manage staff including resolving conflicts and handling disciplinary action
- Thorough understanding of annual budgets and operating and capital plans
- Contribute and support the growth of the team

If you believe that this would be an exciting challenge for you and your partner, please do apply!

We work as one

The key to growth is in our differences, not similarities. Alongside our partners, building a diverse, inclusive, and equal environment is at our core: everyone is made to feel welcome and encouraged to be their authentic self. Respect isn't an opt-in, it's the only way forward.

If this role seems of interest to you, please do not hesitate to contact us:

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