

Business Systems Manager (Student Living) – Job Description

Job Title: Business Systems Manager (Student Living)

Job Type: Full-time, Permanent

Location: London

Department: Information Technology (GDSO)

Working hours: Monday-Friday 9 am – 6 pm

Reports to: Senior Director – Living Technology

Who are we?

aparto is an award-winning accommodation and student experience provider based across the UK, Ireland, Italy, Spain and soon France. We want to provide amazing experiences in all our communities by investing in our people, our facilities, and our brand. We believe in student homes, not student rooms, and we want to provide the best experience possible. We strive to constantly improve. To take feedback from our teams, our residents, and our business partners. We aim to provide safe, fun places to live and work.

Our Values

- **Community** – We build great communities for you to be a part of
- **Experience** – We create unique and positive experiences for all our customers
- **Inclusion** – We encourage an inclusive environment, where all are welcome
- **Respect** – We respect diversity, other people's values and cultures

Role Profile & Responsibilities

The position will be primarily static on-site Monday to Friday 9 am – 6:00 pm, reporting to the Senior Director of Living Technology.

Additional hours may be required on occasion depending on the demand for application support among a cross-sectional group of corporate and on-site Teams.

- Work with Accounting/Finance, Marketing, Operations, and Site Management Teams throughout the UK, Ireland, Spain and Italy to shape future StarRez usage and policy
- Leading the StarRez Support Team, ensure proper configuration and settings for each Student Accommodation asset including the renewal of annual term sessions.

- Through a strategic partnership with StarRez Professional Services, your internal StarRez Support Team and external contractors, create a seamless Support Team providing responsive and solution-oriented application support to our On-Site Teams.
- Grow the aparto portfolio through your value-add contributions with cross-sectional Teams onboarding other Student Accommodation assets through acquisitions and new development.
- Partner with Accounting/Finance, Marketing, and Operations Teams to ensure these Teams maintain operational and financial visibility through built-in and custom reporting and analytics capabilities
- Ensure Students and Guest Residents have a streamlined booking experience, adhering to our design principles.
- Audit StarRez security settings for appropriate system access levels throughout the StarRez user base.
- Ensure StarRez Support Team is trained in all aspects of StarRez administration.
- Managing the StarRez Professional Services relationship, be the central point of contact for prioritizing and escalating issues impacting our On-Site Teams' efficiency and effectiveness within StarRez as well as ensuring StarRez meets or beats SLA (Service Level Agreement) objectives
- Attending StarRez conferences, develop and maintain partnership to influence their Product Road Map to align with organizational goals
- Engage with industry subject matter experts and practitioners, maintaining visibility and keeping abreast of industry trends, best practices and industry innovations.
- Leveraging our internal employee development process, manage your Direct Reports' performance and development, preparing them for future opportunities within the organization in addition to actively developing your own Succession Plan to ensure Team continuity
- Though StarRez is our current Property Management System, partner with GDSO's Business Process Management Team and Senior Leadership to comprehensively vet alternative platforms, ensuring Hines is using best-in-class systems aligned with portfolio growth as well as plans for additional lines of business, including Short Stay, Hostel, and other related businesses.

Qualifications

Candidates for strong consideration will have at a minimum:

- Bachelor's degree, or other related work experience
- Higher Education and PBSA industry experience
- Demonstrated leadership skills
- Minimum two (2) years' experience using or supporting StarRez Property Management System (cloud)
- Minimum two (2) years' experience leading people
- Excellent communication skills and service-oriented approach to End User support
- Excellent time management and task prioritization skills
- Proficient with MS Office 365 (i.e., Outlook, Word, Excel, PowerPoint, etc.)
- Proficient with collaboration platforms (i.e., MS Teams, Zoom, etc.)
- Experience using Power BI, Smartsheet and SQL preferred
- Demonstrated experience working with international Teams

Experience

Experience using or supporting StarRez, or any other Student Housing Property Management System is preferred. Also, familiarity with Power BI, Smartsheet and SQL is preferred. Finally, the ideal candidate will have demonstrated experience working with international Teams.

Personal Attributes

Must be a good problem solver, demonstrate sound and logical thinking and reasoning. Must be able to manage and prioritize multiple tasks simultaneously and maintain a positive attitude even under bursts of heavy workloads and tight deadlines.

NB: This job description is not exhaustive and may evolve in response to the changing demand of the Teams this position partners with and supports. You may be required to take on other duties occasionally as **aparto** may reasonably require.