

Assistant General Manager - Job Description

Job Title: Assistant General Manager

Job Type: Full-time, Permanent

Department: Operations

Working hours: 40 hours per week -
Monday to Friday & Occasionally
weekends

Reports to: General Manager

Bonus awarded based on performance

This is an exciting opportunity to help shape the success of our hugely successful building in Cambridge. We are looking for an Assistant General Manager with a positive attitude to join our team.

Who are we?

aparto is an award-winning accommodation and student experience provider based across the UK, Ireland, Italy and soon Spain. We want to provide amazing experiences in all of 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

The Assistant General Manager is a critical role for the success of our communities, you'll manage the residence; maximising income through effective budgetary management as well as maintaining year-round occupancy levels. You will coordinate all functions essential to delivering first class service to our student residents. This will include repairs, cleaning and security through a mix of directly-employed staff and external contractors.

aparto provides a warm, welcoming, and exciting place to live. The Assistant General Manager should enjoy developing a professional but personal relationship with our student customers, parents and universities.

Main duties

- To assist with operational and commercial responsibility for the residence
- Ensuring a warm, welcoming environment to students, parent and visitors to the site
- Responding to tenant queries and maintenance issues throughout the academic year

- Ensuring your site is a safe environment 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 residence in compliance with ANUK National Code of Standards
- Working with University accommodation team delivering a quality service
- Active liaison with Universities including attending regular meetings with relevant bodies

Person Specification

- Strong leasing skills
- A good working understanding of tenancy management and housing legislation
- A good handle on sales and marketing with a proven track record of results
- Good numeracy and literacy skills in order to write reports, and present performance indicators
- Strong IT skills (Microsoft office)
- Able to communicate effectively with people at all levels (orally and in writing).
- Good problem-solving skills/ability to use own initiative
- Student accommodation or leisure experience (transferable skills)
- Experience of offering pastoral care and spotting the issues that affect students
- Knowledge of the issues surrounding students
- Ability to handle sensitive issues
- Influencing skills and a professional outlook on challenging issues
- Responsive to all queries
- Strong customer service skills
- Outgoing and happy member of a team
- Enthusiastic
- Willingness to get involved in social functions i.e. Halloween, Christmas and Student Open Days etc.
- A desire to learn and to continually develop
- Willing to attend relevant training days/sessions
- Eager to seek feedback and review ways to do things better

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