

NATIVE

Job Specification

Community Manager

About Native Residential:

Native Residential (www.native-residential.com) is one of the fastest growing BTR operators in the UK, with over 4,000 units under management. We're part of the Native Group (www.native-group.com), making us sister company to Native Places (www.nativeplaces.com), one of the largest operators of design-led boutique aparthotels & serviced apartments in the UK. Thoughtful design, great customer service and revenue outperformance are part of Native Residential's DNA.

We operate our BTR assets on behalf of a wide range of institutional investors and our residents are predominantly young professionals and families looking for a great lifestyle experience in professionally managed, rental accommodation. We're ambitious to continue our growth across the UK and to build a reputation for delivering a fantastic service to both our investor clients and residents.

Native Residential is earning a growing reputation for operating large-scale mixed-use estates which have a focus on placemaking. Native Residential won the Property Week 2022 award for Placemaking at Kampus, joint with Canary Wharf Group's Wood Wharf.

Summary of Position:

The Community Manager role carries responsibility for building and maintaining the reputation and brand of the building in the local community, maximising revenue growth and managing the costs within the limits of the budget. All whilst achieving the highest possible approval ratings for service and team engagement.

You will have proven leadership skills, and a track record of leading a highly motivated team with the ability to communicate effectively at all levels. You will be highly commercial, constantly looking for opportunities to drive revenue. You will have a proven appreciation of what it takes to deliver outstanding customer service, having worked in a senior leadership role within a similar industry. Finally, you will have the energy and

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interpersonal skills needed to create a thriving community by building relationships, and a keen eye for detail, always maintaining the asset to the highest quality.

There are four key pillars that will underpin the job holder's success in executing this role which include:

Resident satisfaction: You will implement a localised experience strategy across the business to ensure that every customer has an exceptionally consistent experience when visiting or living at one of our properties across the portfolio. It is our aim that each residential property is in the top three BTR assets in its area on Homeviews.

Income and expenditure management: You will seek new revenue streams to ensure that our clients see an exceptional return on investment. You will be at the forefront of the leasing up of this Community, ensuring maximum revenue is achieved from the rental opportunities

Operational excellence: You will spearhead operational excellence across the Community. Ensuring that all company-wide Standard Operating Procedures (SOPs) are adhered to by the team and creating local SOPs where necessary to deliver exceptional and consistent service and standards. Health & Safety will always be at the forefront of your mind.

Team Management and Development: None of the above will be possible without your exceptional onsite teams. You will champion the development and growth of a best-in-class team, highly motivated to achieve the highest standards in their respective roles and a strong sense of camaraderie.

Principle Duties & Responsibilities:

We've summarised here some of the day-to-day functions of the role:

- Leading the operations of the onsite team, ensuring excellence across all departments including Customer Service, Facilities Management & Leasing

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- Responsible for the management of the operating budget of the community
- Maximising revenue streams, and identifies new streams of ancillary revenue
- Adopts the use of company technology to ensure accurate reporting to the Directors
- Implements and optimises strategies to ensure the smooth running of all aspects of the community from mobilisation to stabilisation.
- Leads on hiring, training & development of onsite teams.
- Initiates innovative solutions to drive revenue, manage costs and solve problems.
- Ensures that the appearance and physical aspects of the community meets ownership standards and exceeds resident's expectations
- Ensure the team responds promptly to Customer needs
- Ensures that onsite teams are implementing resident retention and renewal programs.
- Processes and approves payment of invoices pertaining to maintenance and operations of the community on a timely basis.
- Completes and reviews various daily, weekly, and monthly reports by making operating recommendations in a timely and accurate manner.
- Reviews all renewals and prepares budget increase recommendations according to the operating budget and market conditions that could affect profitability of community.
- Supervises and ensures collection of all rent and other community income.
- Supports the overall marketing/leasing efforts and offers input and suggestions in regards to promotions, advertisements, and pricing.
- Oversees the planning and implementation of, and attends and monitors, various community recreational and social activities.
- Becomes active in the local business community to raise the profile of the building and build awareness of revenue driving opportunities.
- Monitors the maintenance activities to ensure resident requests and preventative maintenance programs are being performed according to company standards.

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If you're ready to be our next Native, you'll probably

- Have experience within BTR, property sector, hospitality or leisure industries at a General Manager level.
- Have a passion for customer service and ensuring excellence.
- Have a good understanding of the challenges and nuances of running a Build to Rent property.
- Have a good understanding of building operations and statutory obligations.
- Have a good understanding of health and safety regulations.
- Have a collaborative working style and strong leadership qualities to ensure that people follow your lead/ and buy into your vision
- A bright, clear and calm communication style
- Be organised and methodical approach to tasks
- Be able to work under pressure and meet tight deadlines
- Ability to keep sensitive information highly confidential at all times.