

NATIVE

Job Specification

Job Title: Community Host

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:

Our Community Hosts are fundamental in creating a superb first and lasting impression of our community for all residents and visitors. You will be central to creating the "Native identity".

The primary function of the community team is to deliver a responsive and outstanding customer service to our residents. Each day will be unique, requiring an ability to prioritise, multi-task, think creatively, take initiative and ownership, and employ a diverse set of interpersonal and organisational skills. Dealing with residents can be a demanding role and does require a level of maturity, the ability to empathise and a strong sense of perspective. You will bring positive energy to each conversation, resolves issues quickly and effectively, and make everyone feel welcome and appreciated. It's about first impressions, so you'll take great pride in your presentation, and this will reflect in your front of house which you'll keep clean, smart and welcoming at all times.

Your objective will be to achieve resident retention goals by performing all activities related to customer service to all residents, providing resident satisfaction throughout the term of the lease to ensure resident lease renewals and referrals. You will also be instrumental in handling enquiries, conducting leasing tours and leasing related paperwork.

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There are four key pillars that will underpin the job holder's success within this role, these include:

Resident satisfaction: You will ensure that every customer has an exceptionally consistent experience when visiting or living at one of our properties. 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 support and assist in ensuring 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.

Team and Personal Development: You will support and champion your own and your teammates development and growth of our "best in class" team who love working for Native together.

Principle Duties & Responsibilities:

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

- Deliver an exceptional experience to every person, beginning with an unmatched first impression and building rapport with other team members, visitors, investor, clients, and both prospective and current residents
- Management of complaints/problems/issues arising from Residents, ensuring that all complaints are dealt with quickly and efficiently. This requires strong and efficient communication skills, maturity, an abundance of common sense and the ability to stay calm in a crisis.
- All reported issues are recorded on our database. Every communication with a resident and action taken must be logged on our database and a copy of our log is presented to our clients on a monthly basis. This affords us an opportunity to demonstrate the extent to which we keep residents regularly informed of the process of resolving their issues and the speed with which we deal with them.
- Maintain and uphold a high standard for community check appeal by conducting routine inspections of all community amenities and common areas, and working with the service team or other teams to ensure that all areas are well-maintained
- Follows-up with future, new, current and past residents by personalising thank-you notes, cards, emails or making telephone calls to ensure resident satisfaction throughout their tenancy.

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- Executes and assists with activities to support the community's leasing and lease renewal program.
- Executes and assists with activities to in relation to any community activities and events.
- Responds quickly and courteously to resident concerns and questions and takes prompt action to solve problems and/or document and convey resident or other requests to the appropriate individual.
- Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organisational standards, and operational processes related to area of responsibility and reporting violations or infractions to appropriate individual.
- Follows health & safety procedures and policies in accordance with company, community, and departmental policies & procedures
- Identifies areas for improvement and offers suggestions and recommendations to optimise efficiency and productivity.
- Keeps abreast of current changes in technology, processes, and standards within the industry and area of responsibility by attending internal and external training classes, research and/or subscribing to the internet or other professional publications, or utilising other appropriate methods to obtain business and professional information, and applies knowledge and practices to area of responsibility
- Ability to keep sensitive information highly confidential at all times
- Day to Day concierge type services as required by the Development such as handling parcels, delivering post and other reasonable requests.

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

- Highly organised, must have good written communication skills and be able to multi-task.
- Have proven experience in residential services, leasing, guest relations, hospitality, sales, or marketing that demonstrates a customer service and experience background.
- Be proficiency in executing exceptional customer service within a customer facing role.
- Have excellent written and spoken English.
- Possess exceptional IT skills including MS Word, Excel & Outlook (training will be provided for our internal database system)
- Have excellent relationship building skills, both with entirely new and long-term residents and team members.
- Be an efficient and organised individual with excellent communication skills and has a sensitive, professional and well-mannered nature.
- Be able to work exceptionally well within a team dynamic and contributes to an established open culture.
- Have the ability to follow company policies and procedures