

Community Host Job Specification

Introduction to Native:

With a £1.7 billion portfolio of assets under management, Native is one of the largest Build to Rent and aparthotel operators in the UK, operating a unique mix of properties.

Experience tells us that developing well designed buildings operated by passionate service professionals creates communities that people love to be a part of.

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, rented 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 are responsible for the delivery, lease up and continued management of **The Castings**.

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, resolve 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.

One of your main objectives will be around high retention rates and resident referrals. By performing all activities related to customer service it will lead to high resident satisfaction, resulting in them wanting to continue their stay at **The Castings**. You will also be instrumental in handling enquiries, conducting leasing tours and leasing related paperwork.

There are four key pillars that will underpin the 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.

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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 high standards by conducting routine walks throughout communal spaces and common areas, working alongside the service team to ensure all areas are well-maintained.
- Executes and assists with activities to support the community's leasing and lease renewal program.
- Assists and executes events to assist with community activation
- 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 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.
- Ability to always keep sensitive information highly confidential.
- Day to Day concierge type services as required by the development such as handling parcels, delivering post and other reasonable requests.

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

- ❖ Be highly organised with 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.
- ❖ Have the ability to execute exceptional customer service within a customer facing role.
- ❖ Have a good knowledge of relevant lettings and tenancy law and legal compliance in a residential operation
- ❖ Have excellent written and spoken English.
- ❖ Possess exceptional IT skills including MS Word, Excel & Outlook (training will be provided for our internal database system)

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- ❖ 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 have a sensitive, professional, and well-mannered nature.
- ❖ Be able to work exceptionally well within a team dynamic and work well independently
- ❖ Have the ability to follow company policies and procedures