



Role: Head of Build to Rent (BTR)

Reporting to: Senior Director of Operations

Location: Leeds or London

OVERVIEW

LIV is a leading build to rent and residential block management company, delivering services nationwide. We currently manage tens of thousands of apartments in the UK and are involved in numerous schemes at different stages of development. Our clients include major developers and global investment funds, and we also represent thousands of leaseholders nationwide.

The diversity of our client base calls for an integrated team approach and our experts strive to deliver value to our clients through clear, innovative thinking and timely solutions. We are also firm believers that you create your own success! As an entrepreneurial business we recognise and promote individuals who show potential to commit and grow with the business.

LIV is part of Cortland, who wish to develop 10,000 BTR units in the UK over the next 5-7 years commencing with our first 486-unit BTR residential development in Watford.

ROLE OVERVIEW

As Head of BTR, you have a varied role covering the whole life cycle from pitching LIV to prospective clients, mobilising the buildings, and then the complete residence experience from first viewing, move in all the way through to move out. You will have a great team around you to support you in delivering a first-class service experience to our clients and residents. Your key focus areas are:

New business

- Preparing, participating, and running pitches and presentations to new and prospective clients
- Coordinating and preparing tender submissions
- Preparing detailed financial models for opex and mobilisation
- Leading the transition from discussing marketing to producing the financials and KPI's to discussing ops delivery in detail from both a sales and operations perspective

Onboarding of new clients

- Client Management throughout the process between tender, negotiating and signing the PMA's and then handing over to the mobilisation team
- This includes regular development meetings, reviewing and inputting on plans, discussing utility providers, recommending strategies for post, refuse, amenities etc

Mobilisation

- Working closely with the Mobilisation Manager to ensure the developments are equipped and ready to operate
- Support the Mobilisation Manager by taking a lead role in mobilising the developments using your skills and experience to ensure success

General Management

- Direct Management of the Asset Management team, ensuring they continue to deliver to our clients and residents
- Responsible for the smooth running of the department, working closely with the Senior Director of Operations to set department budgets and review ongoing financials
- Strong relationship building with the support services, including Marketing, Talent, IT and Finance to assist you with the delivery of your department's targets
- Overall responsibility for efficient, high service level delivery of BTR services to 3rd party clients and Cortland

THE IMPACT YOU CAN MAKE

- You thrive in a fast-paced environment, consistently challenge the status-quo, and get others to march to your beat
- You're highly motivated and understand the importance of adhering to deadlines
- The launch of a development's operations is in lockstep with each asset's business plan and goals
- Understand the importance of regular onsite meetings and travelling to your developments during construction and post-PC
- Able to recruit and train and onsite team to deliver exceptional customer service through every onsite interaction
- Appreciate that you'll hand over full responsibility of the development to an Asset Manager, who will continue your hard through to and beyond stabilisation

YOUR BUILDING BLOCKS OF SUCCESS

- Solid background in property management, asset management or mobilisation
- University degree or relevant industry training (IRPM, ARLA, RICS)
- Experience in GTN modelling and NOI forecasting, including rent setting
- Strong understanding of a property's PPM and compliance requirements
- Experience of partnering with other internal departments
- Understand marketing strategies and routes to market within BTR
- Ability to create and explain financial reports and models
- Project management comes as second nature to you
- Respect that the customer experience will heavily influence your decision-making process
- Ability to prioritise and manage high workloads in peak periods
- Good experience of working with Microsoft Office
- Superb written, verbal, and interpersonal communication skills

THE LIV DIFFERENCE

At LIV we understand that client service delivery and a focus on the resident experience sits at the heart of what we do. We put our customers and our residents first and enjoy the part we play in building vibrant, new communities.

We have worked extensively on large residential developments throughout the UK which has allowed us to develop specific experience and expertise in all the key areas that are relevant to successful management delivery. We are very fortunate to have a talented team and it is their combined experience which ensures we are at the forefront of the industry today.

Many of our competitors *talk* about what services they provide but we believe what makes us different is that we have been delivering these promises now for several years, at sites across the country.

With LIV's plans of further expansion, we would be delighted to see whether you believe you are the right person to continue this exciting journey with us.

LIV is an equal opportunities employer.