



**Role: Residents Service Manager**

**Report to: General Manager**

**Location: Liverpool**

## **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 a Residents Service Manager (RSM) you will help the General Manager oversee the operation of a multimillion pound, build to rent development. Being the face of our brand and responsible for creating a community within the building by providing an unparalleled level of customer service. You will take the lead on leasing, building compliance, the organisation of Resident Events and so much more! This is a diverse and challenging role but you have a passion for interaction and the drive to succeed. You will be organised and agile in your approach so you can manage whatever is thrown your way. Other key roles you include:

### **The Problem Solver**

- Always ready to take charge and find solutions no matter how challenging the issue
- Able to multitask; one minute you are processing a prospect's application and the next you are dealing with a call about excessive noise or a maintenance repair
- Dynamic approach to problem solving, well organised and ability to work well under pressure
- Proactive listener able to provide appropriate feedback and action any reasonable requests that may arise

### **The Rule Enforcer**

- Go above and beyond for the residents but understand that rules are made for a reason and feel comfortable laying down the law when necessary
- Handle difficult tasks with empathy but never shy away from a challenge
- Understand building legislation and procedures so you can ensure residents and associates are kept safe and secure at all times
- Complete regular onsite testing protocols and ensure these are accurately recorded for compliance

### **The Tour Guide**

- Discover future residents' needs, show them around your community's amenity areas and show apartments, and highlight all the benefits that will make them want to call your community home
- Highlight your development's unique features and benefits and what sets it apart from the competition
- Create added value by anticipating needs and addressing living concerns customers haven't even thought about yet

### **The Deal Sealer**

- Go above and beyond to make prospective residents feel so at home they will never want to leave
- Optimise occupancy and increase viewings by finding new ways to boost online engagement, update promotions and advertising, and create new marketing strategies
- Shop the competition to stay one step ahead, the BTR market is growing exponentially in Liverpool and we want to offer the best level of service
- Communicate with clarity and enthusiasm assuring prospective residents that your development is where they want to live and a place, they will call home
- Process your deals efficiently and keep the residents updated consistently throughout

### **The Organisational Genius**

- Keep track of a high number of requests and needs without getting overwhelmed
- You like to have things just right and keep all information neatly stored for ease
- Having everything organised at the touch of a button so you know what apartments are vacant, which have maintenance issues, and which are due for renewal
- The gatekeeper of information, accumulating details, and documents to create insightful development status reports
- Familiar with P&L and operational budgets and seek to find efficiencies where possible

### **THE IMPACT YOU CAN MAKE**

- Residents are so happy in your community they will have no reason to leave!
- Associates, vendors, and residents always have the information they need because of your exceptional communication skills
- You thrive in the fast-paced, challenging day-to-day life of your community, where you are accountable for the success of your development's performance
- The General Manager is so confident in your ability that they can relax knowing that you have everything under control
- You are highly motivated and know that people can always turn to you for inspiration on how to find solutions to any problem that arises

### **YOUR BUILDING BLOCKS OF SUCCESS**

- Extensive experience in customer facing role ideally in BTR, Property Management or Hospitality
- Excellent customer relations skills and plenty of energy and enthusiasm
- Communicate effectively with residents, vendors, and associates
- Resourceful problem solver always up to the challenge
- Highly organised with the ability to prioritise effectively and multi-task
- Impeccable record-keeping and reporting skills
- Tech savvy and computer literate
- Ability to think on your feet with the resident at the forefront of any solution

## 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.