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JOB DESCRIPTION

JOB TITLE:

STUDENT RESIDENCE MANAGER

JOB TITLE OF INCUMBENT'S SUPERVISOR/S:

**PROPERTY PORTFOLIO MANAGER /
GENERAL MANAGER**

PURPOSE OF JOB

- Manage the day to day operations of the student residence
- Manage, develop and implement structures to ensure smooth running of the daily operations and administrative roles
- Assesses and reports damages of individual rooms and common areas
- Maintains the inventory of furnishings and equipment within the residence
- Maintains daily contact with Facilities Management
- Responsible for the management and administration of the resident Occupancy Reports (including but not limited to) the transfer of students, returning students, room selections etc.
- Proven leadership working with a diverse student population in promoting student development and wellness
- Experience in all aspects of residential living in a college or university, emergency response and student conduct
- Experience in occupancy and enrolment management, as well as proven strategies to retain students
- Proven ability to establish strong collaborative relationships and work effectively with students and staff to promote a positive residential culture

KEY PERFORMANCE AREAS

- Develop and implement rules and regulations for the building
- Develop and setup day to day operations
- Manage Keys / Biometric access control
- Manage Front of House
- Asset Management – Keep register (Furniture, curtains, appliances etc)
- Stock take – Monthly (Furniture, curtains, appliances etc)
- Daily/Weekly/Monthly reporting
- Compile annual budget
- Manage 3rd party contracts (security, cleaning, rope access window cleaning, pest control, hygiene services etc.)
- Stakeholder Management (tenants and parents, external and internal parties)
- Manage Health and Safety (room checks, develop H&S plan, manage OHS compliance etc)

- HR Management (student work schedule, manage daily operations, supervise work, ensure records are kept up to date)
- Daily /weekly/monthly building and apartment checks
- Manage maintenance and ensure all queries and faults reported and completed timeously
- Manage and monitor parking facilities
- Develop and implement emergency response plans and procedures
- Room allocation
- Field any and all queries
- Ensure the smooth running of accommodation facilities, including the safety and well-being of guests, tenants and residents
- Develop marketing plan for building in conjunction with marketing manager
- IT Liaison (Wi-Fi etc).

Job Type: Full-time

Experience: 2 years Student Residence Manager (**Essential**)

License: Driver's license (**Preferred**)