

Job Title: Administrative Assistant	Department: Operations
Reports to: General Manager	Revision Date: November 2014

Ideal Candidate Profile

This role might suit someone who is friendly, reliable and has great attention to detail. You will be a hardworking, determined and enthusiastic individual with a knack for communicating with students.

Role Profile

To provide clerical and administrative support to the Residence and attending the reception area on a daily basis.

Main duties

- To coordinate all communication with residents (current and prospective) ensuring that they are always kept informed.
- To manage all general student related queries including responding to letters and emails.
- To manage the rent collection and ensuring that payments are made on time, escalating where necessary.
- To provide front of house assistance and keep the office area presentable at all times.
- To manage, improve and update the office information systems including contact databases and paper files.
- To support the General and Assistant Manager in all areas including marketing and sales.
- To prepare reports and other written documents for internal and external circulation.
- To assist in allocations and tenancy generation where necessary.
- To manage all tenancy reservations whilst trawling to gain completed sales.
- To provide weekly performance related information for sharing with the management team.
- To ensure that the show flat is kept clean and tidy at all times in readiness for viewings.
- To make appointments and assist with viewings of the show flat to interested students.
- To drive sales conversions through responsive, proactive follow-up and excellent customer service.
- To participate in face to face marketing activities at student fairs or leafleting in key areas.
- To conduct termly flat, room and kitchen inspections and allocating charges where necessary.
- To inspect flats, room and kitchens during our turnaround period.
- To be flexible on hours.
- To work occasional evenings or weekends for events and fairs.
- To work occasional weekends on a Rota basis during the busy months (July, August, September)
- To assist with the summer turnaround period; to include resident check outs and check ins.
- To prepare the documentation and arrival packs for all new residents.
- To carry out duties at the request of the General or Assistant Manager.
- To log and diarise maintenance activity and organise planned preventative maintenance.
- To work with the General and Assistant Manager to manage the health and safety of the building.
- To deal with Contractors efficiently and effectively.

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.
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- To answer all enquiries via telephone and email.
- To meet and greet customers and external visitors.
- To sort, date stamp and open the daily post.
- To receive and log parcels and packages, informing residents as and when items arrive.
- To take mail to the Post Office or letterbox.
- To manage the diaries of the residence and colleagues.
- To manage the office supplies and stationery; keeping an up to date inventory of office equipment & resources.
- To prepare and submit purchase orders.
- To carry out any ad hoc duties.

Our Values and Ideal Person Specifications:

The below underpins the service provided by TSHC; our values. We have great people who put the customers first at every opportunity. They will always be encouraged to have fun whilst remaining dedicated to always improve our service.

Great people:

- Friendly and approachable
- Can do attitude to
- Able to communicate effectively with people at all levels (orally and in writing).
- Good problem solving skills / ability to use own initiative

Customers first:

- Responsive to all queries
- Influencing skills and a professional approach
- Student accommodation experience
- Customer service experience
- Basic CRB Disclosure

Have fun:

- Outgoing and happy member of a team
- Enthusiastic
- Willingness to get involved in social functions i.e. Halloween, Christmas and Student Open Days etc.

Always improve:

- A desire to learn and to continually develop
- Willing to attend relevant training days/sessions
- Willing to seek feedback and review ways to do things better

Summary Statement

You will be tasked with focussing on the needs of The Student Housing Company and its residents. By being proactive and taking initiative in identifying areas for improved performance and experience, you will be owning your part in our success; all the while building trust and respect with colleagues and students alike.

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