

ERIS PROPERTY GROUP				
JOB DESCRIPTION: ASSISTANT RESIDENCE MANAGER		DATE ISSUED	August 2023	
		REVISION	0	
COMPILED BY	PROPERTY MANAGER	REVIEWED BY	HR OFFICER	Doc.: HR
APPROVED BY	REGIONAL PROPERTY MANAGER			Page 1 of 2

Position : Assistant Residence Manager

Division : Property Management

Company : Eris Property Group

Location : Cape Town City Centre: Units on Cape Station

Reporting to : Property Manager

Units on Cape Station Insight

Units on Cape Station is a combination of a purpose-built student accommodation and a mixed-use precinct developed by Eris. The development comprises of 3085 beds and +/- 7000sqm of retail space.

PURPOSE OF JOB

Responsible for the assisting in the management of the Property. Assist in ensuring maximum income of the Property through effective property management. Assists in the development of related budgets, oversees leasing contracts, procures services, handles third party service contracts, and directs maintenance procedures. Ensures that all buildings, grounds, and equipment are well maintained and in optimal working condition. Implements departmental and procurements policies and procedures and ensures that all operations are in accordance with established health and safety regulations. Ensures that services purchased are of acceptable quality in compliance with procurement policy. Ensures student queries are attended to. Keeps management well informed of area activities and significant problems.

KPA's	KPI's
Operations management of property and related facilities	Assumes responsibility for the effective operations management of property and related facilities. a) Student management - Engage students on needs and evaluations. - Formulate and/or advance standard procedures for dealing with a range of regularly occurring types of crises related to the care of students, housing facilities and services - Assist with leasing process - Assist with application process - Assist with intakes/Vacate process - Assist with site coordination - Assist with compliance and conformity to house rules - Assist with student life program - Assist with event management - Assist with inspection process

	• Assist with key handover and register process • Assist with student mentoring • Assist with student files and information • Assist with any other assistance required by management team b. Building management • Maintain various management systems in student accommodation service offering • Assist with building mutually beneficial relationships with all stakeholders of the residence • Assist with management of all areas of residence • Assist with management of repairs, revamps and refurbishments including reporting • Assist with management of conducting inspections, handovers and walkabouts • Assist with management of OHS site compliance • Assist with ensuring students adhere to policies • Assist with asset register and assistance with compilation • Assist with meter reading • Assist with management sub-contractors • Assist with management of site operations • Assist with management of maintenance aspects, BMS and audits • Assist with reactive and planned maintenance • Assist with effective management of risk • Assist with document storage facility secure c. Leases • Assist with Negotiating certain leases/renewals as prescribed by manager, including parking bays • Assist with preparing lease documents • Assist with correct revenue stamping • Assist with correct signatories in place • Assist with records tracking of document until completion d. Reports • Assists with ensuring that accurate student schedules are maintained for each building • Assisting with vacancy schedule is updated and copied to each member of staff • Assisting with the compilation and presentation of the above with the building financial details and general information, to form the monthly client report • Assists with compilation of monthly management report pack • Ensures that deadlines are met e. Financial • Assists residence manager with all aspects on the income and expenditure annual budget conformance
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	f. Student liaison • Mentors students • Ensure student information and file is up to date • Checks prospective student details via credit bureau for adverse information • Ensures that all relevant documents e.g. I.D. book/company registration etc is attached to the application • Advises student within 24-hour period if their application is accepted or declined • Confirms initial payment before the lease agreement is drawn up • Advises Residence Manager – arranges for signage/keys/parking disc etc. • Amends vacancy schedule g. General • Broker liaison • Student correspondence • Filing/ archiving • Annual audit preparation • Student complaints • Contractor liaison
Maintenance and Reporting	Assumes responsibility for the effective maintenance and reporting of financial records. • Preparation of monthly, annual, and other management reports. • Assesses and reports on monthly performance against budgets. • Prepares and motivates consolidated monthly reports for submission to client
Professional Business Relations	Assumes responsibility for ensuring professional business relations with vendors, contractors, and trade professionals. • Works to develop and maintain productive business relations with vendors, suppliers, contractors, etc. • Acts as a liaison between the Company and external contacts. • Ensures effective coordination of external services with Company operations. • Obtains and conveys information as appropriate. • Promotes goodwill and a positive image of the Company.
Supervision	Provides leadership to assigned personnel through effective objective setting, delegation, and communication. • Conducts regular meetings to ensure that personnel are well informed of changes in policies and procedures. • Discusses areas needing improvement. • Assigns and coordinates personnel. • Directs daily operations. • Identifies, develops, and implements training programs as appropriate. • Conducts performance appraisals. Provides measurable feedback to assigned personnel and suggestions for improved performance. • Formulates and implements employee corrective actions as needed.

Ad hoc	Assumes responsibility for related duties as required or assigned. • Ensures that the work area is clean, secure, and well maintained. • Completes special projects as assigned. • Reports on Operational expenses, foot traffic, security incidents etc. • Public Relations: Assistance to the PR / Marketing functions
Advancing student accommodation	Assumes responsibility for advancing the student accommodation offering. • Participates in a variety of meetings, committees and teams to communicate information regarding services, programs, areas of opportunity, and information as appropriate. • Participates in service model goal setting and planning, including short-term and long-term planning. • Collects and analyzes a variety of data and information across various spectrums of the building as requested. • Develops and strengthens co-operative relationships relevant University support departments.

SKILLS AND COMPETENCIES ESSENTIAL TO THE POSITION	
Business	• Excellent leadership abilities. • Able to organize, coordinate, and direct team activities. • Strong problem-solving skills. • Able to use all related maintenance equipment and computer applications. • Use initiative and be proactive. • Attention to detail. • Good interpersonal skills.
Human Capital	• Transparent, honest and reliable. • Positive Attitude and highly motivated. • Assertive and effective communication. • Ability to create a professional office environment. • Organization and planning skills. • Demonstrate strong moral values, empathy, passion, career aspirations, and positive living

QUALIFICATIONS AND EXPERIENCE	
Qualifications	• Grade 12 (Matric), additional related Property management training and/or maintenance building background preferred.
Experience And Knowledge	• Minimum of 2 - 4 years' related experience. • Student accommodation experience essential. • Strong Proficiency in relevant computer and software packages i.e. MS Office • Excellent understanding of Property management and student accommodation procedures. • Knowledge of budgeting, service contracts, and leasing agreements.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

LINE MANAGER

Name and Surname	
Signature(s)	
Date	

EMPLOYEE

I declare that I have read and understood the above job description and acknowledge that my roles and responsibilities are not limited to the aforementioned.

Name and Surname	
Signature	
Date	