

KPA	KPI
Programme Management	• Crisis management, and ensuring all policies and procedures are followed including written reports, implemented actions and issues reviewed. • Support with the development and analysis of system-wide student surveys to identify room for improvement. • Manage all stakeholder relationships across the entire portfolio and all regions. • Oversee and manage welcoming programme for all new students. • Manage good order in alignment with the House Rules and Building Rules. • Hire, train, supervise and coach House Committee members at the accommodation for successful year of programme implementation with assistance from the student life manager. • Support the intake and vacate process. • Overall success of structures for student life management with assistance from the student life manager • Implementation and Execution of student life management. • Social Media management of the student accommodation social accounts. • Support and execute SLP portfolios • Support and execute SLP calendars
Event Management	• Full logistical organization of events, excursions, entries, food and beverages and detailed itineraries relating to student life events. • Attendance at extra-curricular and co-curricular events where relevant, especially after hours and over weekends. • Monitor the effective and efficient transportation arrangement of commuting students and/or for field trips related to the accommodation. • Ensure all events are inclusive and taking into account any special arrangements.
Onsite Staff Assistance	• Assist on site team with activities relating to student wellbeing and management
Communication Management	• Troubleshoot student communication platforms
Student Management	• Manage student affairs • Engage students on needs and evaluations • Formulate and/or advance procedures for dealing with a range of regularly occurring types of crises related to the care of students • Mentor students • Ensure student information and file is up to date
Marketing for Stacc	• Plans and coordinates activities during open days at institutions of higher learning and or career expo. • Activate on campus marketing during registration • Project planning for each event, including budgeting. Monitoring against plan, including sales • On the day of an event, to lead the team on the ground for event setup • Daily/Weekly progress and call reports

	• Maintain and develop a computerised customer and prospects database • Implement and track a pre-market bursar and private college recruitment plan • Lead and manage brand scouts • Respond and follow up sales opportunities and convert. • Maintain existing customers through planned individual account support
Retail Marketing	• Conduct Monthly Tenant Meetings (individually) • Approve Newsletter to tenants • Compile Surveys to tenants • Attend individual and category tenant meetings • Report back on past & upcoming promotion (marketing report) • Tenants to receive feedback on past & future promotions • Conceptualising events • Liaison with suppliers and participating tenants • Booking and invoicing of all exhibitions • Sourcing new and trendy exhibitions every month • Coordinating all setups and strikes of exhibitions at the mall • Exhibitor liaison while exhibitors are on site • Following up on all exhibition queries • Keeping tenants up to date with what exhibitions are taking place in the mall • Visit exhibitions at other venues to keep up to date with new trends and types of exhibitions • Maintain and keep up to date a contact list of exhibitors that have exhibited or have shown an interest in exhibiting in the mall • Ensure that all contract and indemnity forms are signed, returned, and filed for future reference • Tenant liaison pertaining to in - centre promotions and exhibitions. • Assisting with rental of temporary stores. • Look for marketing synergies/opportunities between Retail and Residence.

SKILLS AND COMPETENCIES ESSENTIAL TO THE POSITION	
Business	• Very strong communication skills. • Innovative thinking and ability to follow process. • Dynamic and enthusiastic. • Competent time management skills. • Be deadline driven. • Ability to work effectively with a diverse student population. • Ability to work a flexible work schedule including evenings and weekends as needed.
Human Capital	• Transparency. • Reliability. • Positive Attitude and highly motivated. • Lead by example. • Assertive and effective communication. • Sensitive to client and staff requirements and problems. • 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), Relevant Diploma or Degree in Marketing. Public Relations ,Communications
Experience	• A minimum of 2-3 years' marketing experience in student accommodation or Retail marketing industry • Strong Proficiency in relevant computer packages (MS Office) and software packages. • Excellent attention to detail and numerate accuracy. •

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	