

Job title: Resident Services Partner

Core information

Location: Shop/site	Lines of business or shared capability area:
Reports to: General Manager	
People Management: No	
Assignment Management: No	
Partnership Level: Partnership level 9	Manager's Partnership level: Partnership level 7
Number of direct reports: 0	Partnership level(s) of direct reports: None

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

Our Resident Services Partners are fundamental in creating an excellent first and lasting impression of our community for all.

You should share our desire to deliver an exceptional experience, assisting all stakeholders that enter the building from contractors to couriers, to residents and their guests. Great delivery is key to our service.

This role is responsible for the management of the customer experience from the first point of enquiry to move out. This will include being the point of contact for all maintenance issues, whether inside or outside of the front door.

This role is also expected to be actively involved in lettings, responding to enquiries and host viewings when necessary.

Primary Outcomes & Accountabilities	Measures of success
<p>To be a main point of contact, be responsible for excellent customer experience for residents and guests, handling day-to-day matters in a prompt and professional manner</p> <p>Carrying out concierge duties such as parcel and key management</p> <p>To respond to all enquiries from potential residents and arrange/conduct viewings as required, agree offers on available properties.</p> <p>To support the running of regular resident engagement events.</p> <p>Reviewing, reporting and scheduling maintenance issues providing residents with regular updates on progress.</p> <p>Regular inspections of vacant apartments including completing check in and check out reports</p> <p>Supporting General Manager with deposit return negotiation</p> <p>Supporting General Manager to ensure that apartments are brought up to a good standard between tenancies</p> <p>Carry out regular inspection of all communal areas reporting any defects where appropriate, litter picking and addressing any areas that need tidying or cleaning.</p>	<p>Resident satisfaction surveys and feedback remain consistently positive</p> <p>Repeat tenancy renewals with occupancy rates consistently in line with KPIs.</p> <p>Support and assist the General Manager in delivery and profit contribution i.e. rent collection, occupancy and resident retention</p>

Skills
<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Excellent IT and numeracy skills • Experience of working in a customer facing environment • Practical application and working knowledge of Health and Safety requirements and legislation to eliminate or mitigate risk in the workplace. • Ability to work under pressure with a degree of flexibility and to take control of own workload • Strong organisational skills.

Qualifications & Experience (where applicable)
<p>Essential</p> <ul style="list-style-type: none"> • Experience in working in a Residential/Build to Rent/PBSA • Experience of working in a customer facing environment • Excellent verbal and written communication skills
<p>Desirable</p> <ul style="list-style-type: none"> • ARLA Propertymark Level 3 Qualified

Version	Created/updated by	Date
1.0	Hayley Wills	21/08/24