



UNLOCKING ASPIRATIONS THROUGH AFFORDABLE HOUSING

GUARDIAN MANAGER

ROLE SUMMARY

LOWE are the leading independent property guardian company who specialise in providing property owners with a professional, efficient and low-cost solution to the issues arising from vacant buildings. In turn, we provide quality and affordable accommodation for London's young professionals, keyworkers and creatives. We have a desire to do things differently and disrupt the property guardian market for the better.

We are looking for a new team member to join our Guardian Services team. The ideal candidate must be highly driven, enthusiastic and organised, with exceptional people skills and a proven track record of providing an excellent level of customer service and conflict management. This is a fantastic opportunity to work directly with our portfolio of guardians and be part of a business with ambitious plans for the future.

KEY RESPONSIBILITIES

- Managing the new guardian application vetting process, ensuring that only the highest calibre of applicants are successful through extensive background checks and interviews
- Managing the LOWE guardian portfolio, from move-in to move-out, including day-to-day liaison, licence fee payments, serving notice and conflict management
- Recruiting and managing property Head Guardians, Guardian Representatives and Health & Safety Marshals where required - ensuring they are delivering their weekly and monthly responsibilities (e.g. health & safety checks, house meetings, cleaning rota)
- Organising and attending quarterly LOWE committee agenda meetings at guardian properties, following up with deliverable action points to improve occupancy levels
- Hosting prospective guardian viewings at allocated LOWE properties
- Assisting the Accounts team with guardian accounts

ROLE PROFILE

- 3+ years experience in a customer service-related or management role
- A background in property is beneficial but not required
- Excellent customer service, communication and organisational skills
- Experience in dealing confidently and successfully with conflict management
- A positive, outgoing and enthusiastic attitude
- Ability to prioritise workload and efficiently manage diary in order to achieve results and meet deadlines
- Enthusiasm for identifying and embracing new ways of working and good practice

BENEFITS

- Competitive salary and annual performance-based bonus
- 25 days holiday (+ birthday day off)
- Regular social events and team outings