



UNLOCKING ASPIRATIONS THROUGH AFFORDABLE HOUSING

COMMUNITY 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 significant opportunity to work directly with our portfolio of guardians and be a 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
- Managing the LOWE guardian portfolio, from move-in to move-out, including day-to-day liaison and conflict management,
- Organising and attending LOWE guardian events
- Recruiting and managing property Head Guardians
- Assisting the Accounts team with guardian accounts

ROLE PROFILE

- 3+ years experience in a customer service-related role
- Possession of excellent customer service, communication and organisational skills
- Experience in dealing confidently 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