

Job Description

Job Title	Residences Manager
Department	Business, Finance and Operations
Position Overview	<p>The experienced Residences Manager will work directly with all needed internal and external parties, to ensure that living at the School property runs smoothly and any incidents at any LISA residence facility are resolved, being it at Campus, MDR, Towers A and B.</p> <p>The Residences Manager must keep the property in safe and habitable condition. Will be responsible for the physical management of the property, including regular maintenance and emergency repairs, cleaning and security, pest control as well as parking spaces maintenance and spots allocation. Will schedule inspections to properties, maintenance and renovation activities, with minimal interruption to Residents.</p> <p>This position will report to the Operations Manager of the School .</p>
Key Expectations	<ul style="list-style-type: none"> ○ <u>Child Protection</u> <ul style="list-style-type: none"> ○ All LIS employees are responsible for the safeguarding of children and must perform duties in accordance with the LIS Code of Conduct. ○ <u>Data Protection</u> <ul style="list-style-type: none"> ○ All LIS employees are expected to comply with existing laws and abide by the data protection principles ○ It is an expectation that All LIS employees must be committed to ensuring the security and protection of the personal information that the organization processes, and to provide a compliant and consistent approach to data protection. ○ <u>Essential Agreements</u> <ul style="list-style-type: none"> ○ All Employees are expected to adopt and maintain a clear understanding of the, Schools Vision, Mission, Values and Parameters and embed these in all day-to-day practices and professional conduct. ○ All Employees must abide by the school's policies, procedures, handbooks, employment contracts and/or other agreements (<i>as applicable</i>). ○ <u>Professional Growth Plans (PGP)</u> <ul style="list-style-type: none"> ○ All LIS employees are expected to engage in continuous improvement through learning and development and to submit an annual PGP.
Duties and Responsibilities	<ul style="list-style-type: none"> ● Residents' related Responsibilities: ● Emergencies: <ul style="list-style-type: none"> ○ to handle emergency situations at the three Residences Compounds. ○ In charge of Residences Fire Alarm response/drills.

	<ul style="list-style-type: none"> ○ 24/7/360 Response/availability to resolve any Resident emergency episodes. ● Security: <ul style="list-style-type: none"> ○ In charge of all security matters related to Residents. ○ Full coordination and liaison with Residences Security Supervisor and School Safety and Security Manager. ○ Work directly with the Supervisor of School Security Agency. ○ Ensure Residents self-drivers and residents move within authorized areas of the City/Country to avoid personal risks, instructing them on security measures to adopt when leaving the School compound. ○ 24/7/360 Response/availability to resolve any Security related matter affecting Residents. ○ Ensure that Residents rest hours are respected. ● Maintenance and Repairs: <ul style="list-style-type: none"> ○ Maintain a Building and Facilities Refreshment Plan according to approved Budget. ○ Perform and integrated Preventive Maintenance Plan for all buildings, equipment, landscaping, Residents' recreational areas and installations, existing or to be installed/built, in the three living compound facilities. ○ Attend and solve all maintenance related residents' requests. ○ On time response to Maintenance requests of all Residents, controlled by KPIs measuring help desk request resolutions. ○ Pest and fumigation calendar control for all residence properties and landscaping ○ 24/7 Response/availability ● Transport Services: <ul style="list-style-type: none"> ○ Ensure that all residents' transport needs both personal and work related, are met. ○ Manage Drivers Company personnel ○ Maintain and keep always operational LIS online Vehicle Booking System. ○ 24/7/360 Response/availability to fulfill any Residents transport needs. ● Property Inspections: <ul style="list-style-type: none"> ○ In charge of conducting periodical inspection visits to all residences to ensure that: <ul style="list-style-type: none"> ▪ maintenance work executed by School Maintenance personnel is properly carried out. ▪ Residences, household goods and furniture assigned to residents are kept in proper working conditions, based on normal and customary use. ▪ Confirm that the assigned number of drinking water bottles is allocated in each resident, to ensure return of empty bottles for continuous replacement. ○ Control that both shopping carts and water bottles carts are always returned to the original site for the comfort and use of all residents.
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- **Residents move:**
 - In charge of handling all the activities related to residents leaving/entering the new facilities assigned.
 - In charge of handling residents' security deposit when entering into the new facilities assigned, and when returning it, after proper exit inspection is done.
 - Support orientation and induction of new residents.
 - Active participation and attendance at the following Committees meetings: Residents, Gymnasium, Transport.

- **Management Responsibilities:**
- **Lead:**
 - Maintenance and Cleaning teams appointed for the residences.
 - Drivers and Security agency personnel
- Enforce occupancy Policies and Procedures.
- Responsible for the review, update and compliance of the Residents Handbook.
- Ensure that all environmental, health and safety principles are maintained and respected by all residents.
- **Managing Budget:**
 - The Manager will operate within the Operational and Capital Budgets assigned for the position.
 - However, in certain emergency situations when residents or property are in danger, the manager will seek exceptional approval from the School Operations Manager to proceed, using own judgment of the situation.
- **24/7/360 Coverage:**
 - The Manager must properly plan all working shifts to ensure all the support for residents are secured on a 24/7/360 schedule of operations.
- **Performance Tracking**
 - Must implement a key performance indicator control panel to report all the Department Customer satisfaction statistics to the SLT.
 - Implement Professional Growth Plans for all direct reports, identifying areas of improvement in Professional Development and provide guidance to Leaders in implementing such plans.
 - Evaluate direct report employee's performance two times per year.
 - Will attend Residents, Facilities, Health and Safety Committees, and must be able to fluent communicate will all School community in different forums.
- **Maintaining Records:**
 - Resident Manager should keep thorough records regarding the property.
 - This should include, but will not be limited to:
 - all expenses incurred as well as maintenance and repairs work done by individual property;
 - list, detail and findings of all inspections,
 - KPIs statistic log, supporting residents' request (helpdesk statistics).

Knowledge, Skills and Competencies	<ul style="list-style-type: none"> ● Excellent communication skills in both written and spoken English and Portuguese ● Preferred/desired Engineering knowledge/background. ● Excellent knowledge of reporting procedures and record keeping ● Strong understanding of residential management best practices ● Outstanding interpersonal communication and customer service skills. ● Exceptional leadership abilities with great attention to detail.
Qualifications and Experience	<ul style="list-style-type: none"> ● Degree in Hospitality, Property Management and / or Business Administration ● Minimum 3 years proven experience in hotel/property management or similar role ● Angolan national or residence status

The above is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, the School reserves the right to revise the job to reflect changes in the organization. The employee will undertake such other requirements as are necessary for the support of the Department and Luanda International School.