

Resident Services Associate

Nautilus/Fortunes
Dock, East London

Job Title

Resident Services Associate

Industry

Real Estate

Employment Type

Permanent

Salary and Package

Competitive salary and benefits

Role Overview

The Residents Services Associate (RSA) is a pivotal member of the front of house team, ensuring that Residents receive an excellent service, the building is maintained and managed efficiently to the Grainger standard and the team works as one.

Responsibilities will include, but are not limited to:

- Deliver the Grainger customer service strategy and standards.
- Increase resident satisfaction with service delivery
- Deliver high-quality resident services
- Work closely with company-wide colleagues to ensure excellent customer service
- Encourage and support resident engagement
- Promote Grainger and build good relationships with external partners.
- Carry out services such as meet & greet, reception, parcel handling, inspections, lettings viewings and ad-hoc tasks, ensuring the provision of an excellent front-line service to residents and other customers on the phone, in writing and in person.
- To ensure the delivery of high-quality services including front & back of house functions, amenity space management, voids & unit management, tenancy, income management and tenant involvement.

Desired Skills & Experience:

- Previous experience working in organisations providing market rental properties, travel & tourism or hospitality is essential
- Awareness of H&S requirements on site and a demonstrable ability to implement H&S when required
- Strong experience working at business/private events would be beneficial
- Previous experience of working in a team
- Strong written and verbal English
- Qualifications in property or customer service would be advantageous
- Previous experience of working towards and achieving targets
- A good communicator with strong interpersonal skills, including the ability to listen
- Well-groomed and professional appearance
- Passionate about customer service
- Ability to build relationships and work collectively with colleagues
- Demonstrable ability to think creatively and embrace new challenges daily
- Goal-focused, positive and resilient with the determination to support Grainger Plc in delivering exceptional outcomes for its residents and communities.

About Grainger

- These are exciting times for Grainger plc, an award-winning FTSE250 property company. As the UK's largest listed residential landlord, we are leading the way in the UK private rented sector and build-to-rent sector, with a 3.4bn portfolio of c.11,100 rental homes in operation today. Over the next five years our business will continue to grow. With a pipeline of secured build-to-rent development projects totalling 4,730 homes and £1.4bn, Grainger is creating thousands more rental homes by investing in cities across the UK.
- We operate in one of the most exciting and newest property markets in the UK, the emerging build-to-rent sector. We build high quality homes for rent. Our buildings are serviced by our amazing Resident Services Teams, and come complete with additional amenities including lounge, gym and co-working space – creating a vibrant community for our residents.
- With over 5.5m UK households renting, mostly from small private landlords, the UK rental market landscape is changing, demand is increasing, and the number of professional, large-scale build-to-rent landlords is rising, raising standards for renters and putting Grainger front and centre in this growth market.
- Grainger's business model is fully integrated – we invest in land and new residential developments, we design and develop homes, and we operate them. This means we offer a wide range of opportunities for people looking to further their career in an industry leading business.

- We are a socially good business that puts people at the heart. We are changing the way people rent in the UK by providing high quality homes and great service, all at mid-market prices. We are building homes where people want to live, creating spaces residents enjoy and making a positive impact on local communities.
- Grainger's core purpose is 'Renting homes and Enriching lives', backed by four values:
 - Every home matters
 - People at the heart
 - Leading the way
 - Exceeding expectations.
- We are also a leader in sustainability and ESG and a FTSE4Good business and have committed to the World Green Building Council's Net Zero Carbon Buildings Commitment. We are committed to supporting and increasing diversity throughout the business and the wider industry and to making a positive social impact locally, and we encourage our colleagues to support in the implementation of our community programmes.
- In September 2023, Living a Greener Life, our customer engagement campaign, won the EPRA Outstanding Contribution to Society Award for the Environmental category. The award recognises projects which have made a positive environmental change on a community and Living a Greener Life was recognised for its environmental impact including saving energy, improving recycling and educating our residents to help them live greener with Grainger.

- In 2024, Grainger was accredited with the National Equality Standard (NES) benchmark (the UK's leading benchmark for ED&I) in recognition of our dedication and commitment to ED&I and our 'people first' strategy, which is adopted across the business. Our forward-looking approach reflects our core values while ensuring we continue to maintain our current standards. Through our best-in-class initiatives, shaped and co-created by our colleagues, we have created a workplace that not only values diversity but actively fosters equality and inclusion at all levels. We also work in partnership with our industry to promote diversity in the real estate sector, through initiatives including Real Estate Balance and the British Property Federation's Diversity and Inclusion Champions Network.
- In 2024 Grainger was recognised within the Top 100 Best Companies to Work For- Large Companies category. On a regional basis, we were also pleased to be recognised as the 14th Best Company to Work For in the North-East in addition to 3 other regional categories and in the Housing sector.

For further information

- To apply for this role, please send your CV and Covering Letter to hr@graingerplc.co.uk

Rent well. Live well.

grainger plc