

Head of Student Property Management

The Head of Student Property Management is responsible for the leadership, performance and operational effectiveness of Comfort Estates' student property management function.

Combining strategic oversight with hands-on operational leadership, the role is accountable for delivering excellent service to landlords and tenants, maintaining strong financial performance, ensuring regulatory compliance and developing a high-performing team.

To Apply: Please send your CV and cover letter to Hannah.leigh@comfortestates.co.uk by 21st September 2026.

Key Responsibilities

Leadership & People

- Lead, motivate and develop the Student Property Management team through regular 1:1s, performance reviews, coaching and development planning.
- Take overall accountability for team performance, workload management, service standards and operational efficiency.
- Foster a culture of accountability, collaboration, continuous improvement and exceptional customer service.
- Manage performance, capability, conduct and attendance concerns appropriately.
- Ensure resources are effectively allocated to meet business demands, seasonal peaks and client expectations.
- Work with the Partners on recruitment, succession planning and team development.

Operations & Service

- Oversee the effective delivery of all student property management services to landlords and tenants.
- Lead the department through key points in the annual student property cycle, including check-ins, check-outs and property turnaround.
- Identify and implement improvements to systems, processes and ways of working.
- Monitor service standards, resolve escalated complaints and address recurring issues.

Compliance & Maintenance

- Maintain high standards of regulatory compliance through effective processes, audits, training and ongoing review.
- Ensure the team remains up to date with relevant legislation and regulatory requirements.
- Oversee relationships with contractors and the in-house maintenance team, ensuring works are completed efficiently, to the required standard and by appropriately certified and insured suppliers.

Commercial Performance & Reporting

- Drive departmental performance against agreed KPIs, service standards and financial targets.
- Maintain financial oversight of the department, ensuring revenue opportunities are maximised, costs are appropriately managed and client accounts are accurate.
- Monitor management information to identify trends, risks and opportunities for improvement.
- Prepare and present regular performance updates to the Partners, including staffing requirements, succession planning and operational priorities.
- Build strong relationships with clients and act as a trusted and visible leader within the business.

We Are Looking For

Essential

- Proven experience leading, motivating and developing a high-performing team.

- Strong operational management skills, with the ability to balance people, service and commercial priorities.
- Experience within residential or student property management.
- Strong working knowledge of property management legislation, regulatory requirements and compliance obligations.
- A proactive and decisive approach, with strong problem-solving and organisational skills.
- Excellent communication skills, with the ability to influence, coach and hold others accountable.
- A commitment to continuous improvement and creating a positive, accountable team culture.
- A leader who embodies and promotes the Vision and Values of Comfort Estates.

Desirable

- Level 3 Award in Residential Letting & Property Management (England & Wales), or equivalent.
- Experience managing budgets, KPIs or departmental financial performance.

You Will Receive

- Salary of £40,000 per annum.
- Up to 6% matched pension scheme.
- 33 days annual leave per year, inclusive of bank holidays.
- Personal Development Plan to support your career development.
- Participation in our long-service awards.

Location: 47 Derby Road, Nottingham, NG1 5AW.

Hours: Full Time including 1 in 4 Saturdays (with day off in lieu).

Reporting to: Partner/Senior Management Team.

Required: Full Drivers License