Londonist Director TP

1. Management & Strategy

• Oversee board meeting follow-ups, benchmarking reports, and office relocation planning.
• Manage partnerships and contractual relationships with iQ, Unite, Chapter, AXO, Yugo, Tribe, and Ivy Halls.
• Lead room buying and contract renewals with providers; coordinate legal reviews and provider payments.
• • Supervise operations in Paddington, Warminster, and other new site developments.
• Review Taste Card, and Property Week recognitions.
• Ensure monthly strategic reviews and reporting cycles remain in place.

2. Finance & Accounting

• Manage provider payments, reconciliation across Barclays, HSBC, Allica, and Shawbrook.
• Monitor deposit refunds, chargebacks, cancellations, and overdue invoices.
• Coordinate annual audits, R&D tax claim submissions.
• Maintain accounting consistency via Xero, TransferMate, and Flywire.
• Supervise budget finalization, forecasting, and profit/loss analysis.
• Prepare financial reporting trackers for DMC, Londonist Hospitality, and Uninist.
• Manage recovery loan scheme, VAT training, and transfer payment approvals.

3. Sales & Marketing

• Lead generation via Lavanda, VerbaFlo.
• Maintain sales targets, weekly and monthly performance reviews, and occupancy optimization.
• Manage summer placements, short-term bookings, and UCAS clearing campaigns.
• Implement up-selling and onboarding pack initiatives to maximize per-student revenue.
• Review Smart Campaign Data, live chat efficiency, and CRM sales accuracy.
• Monitor social media, agent collaboration, and digital brand campaigns.
• Coordinate Property Week Awards, GBEA Awards, and global ambassador programs.

4. Operations & Facilities

• Oversee Paddington, Warminster, and new acquisition sites (New Cross, Lea Bridge, Harlesden).
• Manage end-of-tenancy and cleaning processes under Londonist Hospitality.

• Ensure CRM system, provider portal, and student letters verification remain active.
• Oversee maintenance, insurance claims, and property compliance.
• Track utilities, refund requests, and gap weeks (Drapery, Lyra, Paddington).
• Maintain Trustpilot and guest feedback processes.
• Coordinate fleet management, Body Cams, and WASP integrations.

5. Human Resources

• Manage recruitment, intern onboarding, and performance reviews.
• Review salaries, bonus structures, and BrightHR annual leave records.
• Coordinate Vestd meetings and equality/diversity policies.
• Oversee global HR coordination (Turkey, China, and London offices).
• Finalize contracts, appraisals, and annual headcount planning.
• Manage office leases, holiday planning, and Christmas closures.

6. Legal & Compliance

• Handle contractual updates and license agreements with providers.
• Resolve council tax disputes for Finsbury, Paddington, and other sites.
• • Oversee pending legal actions (West Green, Therese House, Hackney Council).
• Ensure Right-to-Rent and data compliance checks are current.
• Maintain ContractZen and Docusign processes for secure documentation.

7. BD, Growth & Partnerships

• Coordinate Lavanda, Uninist, and Savills partnerships.
• Roll out Monday.com and Partner Portal integrations.
• Manage Trulioo verification, ICEF Istanbul participation, and Dateme collaborations.
• Support Taste Card, Lyca Mobile, and sponsorship initiatives.
• Lead market expansion in France, China, and Turkey.
• Manage agency commission structures and onboarding of new institutions.

8. Investments & Expansion

• Oversee Londonist DMC funding activities and investor communication.
• Manage mortgages and refinancing (Barclays, Allica) for ongoing projects.
• Develop Shanghai WFOE structure and track branch ledgers.
• Coordinate with CBRE/Berkeley for investment webinars and JV partnerships.
• Supervise new acquisitions (Finsbury, Warminster, Camden, Northfields).

• Track proof of funds, Foxtons collaboration, and global investment leads.

9. Handover Recommendations

• Maintain weekly cross-departmental calls to ensure alignment.
• Keep CRM, Xero, and TransferMate synchronized for financial transparency.
• Track live dashboards across Sales, Operations, and Finance KPIs.
• Review pending provider payments, refunds, and chargeback resolutions.
• Continue partnerships with key providers (iQ, Unite, AXO, Chapter).
• Prepare quarterly strategy reviews for growth, compliance, and HR planning.
• Prioritize data accuracy and timely reporting for all ongoing cases.

10. Pending & Priority Actions

• Finalize all provider payments and refund reconciliations by year-end.
• Confirm upcoming academic year contract renewals with providers.
• Submit final audit responses and tax claim adjustments.
• Oversee Shanghai branch restructure and extension approval.
• Confirm investment webinar scheduling and new JV terms.
• Finalize council tax dispute closures and audit handovers.