



Senior Duty Manager 【hospitality】 【International team】

Global Property Development

Job Information

Hiring Company

Weave Living Japan K.K.

Job ID

1486944

Industry

Hotel

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Train Description

Hanzomon Line Station

Salary

8 million yen ~ Negotiable, based on experience

Refreshed

September 2nd, 2024 09:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

About the Company:

Weave Living is Asia Pacific's leading integrated lifestyle rental apartment developer, owner, operator, and asset manager. Our beautifully designed and professionally managed living options include multifamily apartments, luxury serviced suites, and private studios in wholly owned buildings in prime city centre locations. We pride ourselves in bringing hassle-free city living experience to our residents delivering fantastic value. Our properties are home to global citizens who rave about our fully furnished, design-led living spaces, amazing, shared spaces, state-of-the-art technology, luxury amenities, unmatched service, and most importantly a vibrant community led by our very own brand ambassadors. Focus on sustainability, and creating positive social impact is at the heart of everything we do. We are a portfolio company of leading global private equity firm Warburg Pincus, and work with several marquee institutional investors as JV partners in our residential-for-rent asset management business. Our current AUM on a fully invested basis is c. USD 2.8 billion with over 2,300 units spread across APAC's key gateway cities. We are rapidly expanding in the region with Japan and Korea as key target markets, to

complement our existing presence in Hong Kong and Singapore.

About the Role:

We are looking for an experienced and self-motivated team player to join our Japan Team on property openings and oversee day-to-day operations of our property portfolio in Japan. As Senior Operations Manager, you will play an integral part in shaping the product and service delivery of Weave Living's portfolio in Japan. This role will be based in our Tokyo office, with support from our Hong Kong headquarters.

Responsibilities Include:

- Serve as the decision-maker within the Operations Team on daily operational issues raised by residents and third-party vendors
- Monitor operating expenses budgets for our properties and implement strategies to ensure expenditures remain within prescribed budgets
- Identify and implement process improvements to enhance operational efficiency
- Staff management including recruitment (with the support from HR), role and responsibilities assignment, training and motivating on-property teams, driving staff engagement and retention strategy
- With support from the Headquarters Pre-Opening Team, oversee the pre-opening phase including procuring third-party service contracts, preparing standard operating procedures, and training manuals
- Work with the management team and provide input for initial budgets and site planning for optimal long-term property performance
- Manage operational performance metrics, providing guidance and performance feedback

Required Skills

To apply, please include the most recent version of your English CV/resume.

Requirements:

- Property operations background with 8+ years' experience in managing day-to-day operations of accommodation properties
- Relevant working experience in multi-family / serviced apartment/hotel industry is an advantage
- Responsible, self-motivated, detail-oriented and the ability to work independently
- Ability to connect well with people; warm and approachable
- Excellent verbal and written communication skills with tenants and team members
- Good organisational skills and ability to work efficiently under pressure to manage multiple tasks and prioritise for completion
- Upon property openings, manage third-party service vendors including their processes, costs, quality of services, performance and deliverables and brand partnership commitment at Properties
- Strong in contractual sense, problem-solving, analytical and negotiation skills including ability to define problems, collect data, establish facts, and draw valid conclusions
- Proven leadership and training abilities

Preference:

- Bachelor's degree in hospitality or related disciplines
- Native or proficient Japanese speaker with good working knowledge of English to work with our multinational colleagues and customers

Benefits:

- Excellent company culture with the ability to work internationally
- Competitive base compensation and bonus scheme
- Domestic and International travel
- Company-wide outings and retreats

Company Description