



## Job Description

<b>JOB TITLE</b>	<b>PMS Coordinator (St.Ives)</b>
<b>REPORTING TO</b>	PMS Team Manager or Head of Property Management Services
<b>WORKING HOURS</b>	37.5 hours a week with 30 minutes unpaid lunch each day. The usual working week is 5 days worked between Monday and Saturday/Sunday (depending on opening days) with some "out of hours" on call cover.
<b>PLACE OF WORK</b>	St.Ives office - with occasional home working as required. Regular travel to properties and other travel further afield may be required e.g. for training or to cover other parts of the region.

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## Role summary

The PMS Coordinator is an exciting role, essential to the effective delivery of our Property Management Services offering.

You will be responsible for supporting the smooth operation of the PMS offering, including:

- Managing the coordination and arrangement of property services
- Facilitating the delivery of services through the field based team and external suppliers

Through diligent planning and effective management of relationships with colleagues and suppliers the job holder is responsible for making sure that services are delivered in a way which:

- Meets homeowner and guest expectations
- Supports the recruitment and retention of properties
- Aligns with agreed company best practice, processes and procedures
- Achieves expected performance and KPIs
- Uses resources in the most cost effective and efficient way

## Key responsibilities

### Operations management & delivery

- Ensure that services are constantly delivered to a high standard, fulfilling contractual obligations to homeowners
- Practice and promote a proactive and preventative approach demonstrating the value of our PMS offering to homeowners
- Support profitability of PMS provision in the region, identifying where efficiencies and savings could be realised and working with the PMS team manager to appraise potential improvements

- Support the consistent delivery of an effective out of hours support function for guests, suppliers and homeowners, ensuring excellent service is delivered throughout the operating window.
- Ensure that all PMS operations are carried out in line with all relevant health and safety legislation and guidelines, use the training, information, equipment and facilities provided to achieve this
- Support and promote the implementation of company wide developments and innovations in PMS , including IT-based systems and any associated processes
- Get hands on and deliver essential services should the need arise
- Ensure that all properties managed meet all legal and company Health and Safety and compliance requirements
- Take responsibility for and resolve issues identified
- Deliver excellent service to homeowners and customers across all channels
- Champion a positive collaborative relationship with colleagues in the lettings teams

### Housekeeping

- Foster positive long term relationships with local housekeeping suppliers and any employed housekeeping field team members to ensure uninterrupted service delivery
- Develop sufficient housekeeping contacts and capacity to support the planned growth to the business
- Ensure that all agreed housekeeping services are planned and delivered as required
- Manage stock levels of all housekeeping consumables and stock items such as welcome packs, hired or sold linen and sundry items to ensure demand can be met
- Arrange cover cleans and ad hoc services as required
- Take a proactive approach to maintaining high standards in properties by offering deep cleans and other value adding services
- Manage complaints or feedback around housekeeping standards and take next steps to solve any issues
- Visit properties to spot check cleaning standards and provide feedback to both housekeepers and homeowners
- Ensure that supplier invoices are processed correctly and in a timely manner
- Make sure that homeowners are charged at the agreed price for all billable works
- Ensure contacts are in place with all suppliers where required
- Send regular arrivals reports to suppliers to keep them updated and informed of the latest arrivals

### Maintenance

- Foster positive long term relationships with local tradespeople and any employed maintenance field team members to ensure uninterrupted service delivery
- Develop sufficient trade contacts and capacity to support the seasonal needs of the business
- Ensure that all agreed maintenance services are planned and delivered as required
- Manage stock levels of all maintenance consumables and stock items such as light bulbs and fixings to ensure regular demand can be met
- Arrange cover for maintenance team members or key external suppliers when they are unavailable
- Take a proactive approach to maintaining high standards in properties by pursuing property improvement opportunities identified during property visits and checks
- Manage complaints or feedback around maintenance standards and take next steps to solve any issues

- Visit properties to spot check completed work and provide feedback to both the fieldworkers and homeowners
- Ensure that supplier invoices are processed correctly and in a timely manner
- Ensure that homeowners are charged at the agreed price for all billable works
- Ensure contacts are in place with all suppliers where required
- Carry out basic maintenance work when at properties such as rehangng curtains or changing light bulbs when required

### Business performance

- Help to deliver, the agreed annual targets for the property management service - and where possible exceed them

### Property recruitment and retention

- Support the retention of the existing portfolio by proactively managing homeowner relationships
- Champion growth of the portfolio and delivery of services to newly recruited TOCC let properties
- Support the PMS manager to create the capacity to consistently deliver services to newly recruited TOCC let properties
- Supporting recruiters by organising the onboarding and set up of new properties receiving PMS

### Responsibilities for everyone in the Original Cottages Family

- Support and promote the company's purpose, vision and values, using them to underpin your working practice
- Work collaboratively, constructively and courteously with your immediate team and colleagues across the business
- Use IT systems and equipment effectively, in line with company policy and agreed best practice
- Adhere to all relevant workplace regulations, policies and procedures, including those relating to equality and diversity, health and safety and data protection
- Undertake any other tasks that may reasonably be requested, including contributing to business projects

## Person specification - our perfect candidate...

### Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• A proven track record of delivering excellent customer service</li> <li>• Experience of successful contribution to projects and initiatives</li> <li>• Experience of consistently following processes and procedures</li> <li>• Experience of making a positive and constructive contribution to the improvement to processes and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within the holiday letting industry</li> <li>• Experience of arranging property maintenance or general building services</li> <li>• Experience of arranging cleaning services</li> </ul>

<ul style="list-style-type: none"> <li>● Proven experience as a planner or organiser of multiple things at once</li> <li>● Experience of dealing successfully with challenges and achieving a positive resolution</li> <li>● Experience of working effectively both independently and as part of a team</li> </ul>	
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### Skills & knowledge

Essential	Desirable
<ul style="list-style-type: none"> <li>● Excellent oral and written English</li> <li>● Excellent organisational skills</li> <li>● Excellent communication skills</li> <li>● Good numerical skills</li> <li>● Good decision making skills based on facts/data</li> <li>● Proven track record of seeing things through from concept to implementation (starter-finisher)</li> <li>● Excellent attention to detail where necessary to maintain high standards at our properties</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of customer/client account management</li> <li>● WALES only - Fluency in Welsh (spoken and written)</li> </ul>

### Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>● A good general standard of education, including GCSE English and maths or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>● A good general standard of education, to at least A level or equivalent</li> </ul>

### Personal Attributes

Essential	Desirable
<ul style="list-style-type: none"> <li>● A collaborative working style - able and willing to work as part of a teams to get the best results</li> <li>● Positive attitude to business evolution, embracing change, development and new ideas and ways of working</li> <li>● Focussed on, and motivated by, targets, results and performance</li> <li>● A natural problem solver, looks for solutions when things go wrong</li> </ul>	

## Key Performance Indicators - how we measure success...

- Target for recruitment of new properties taking on PMS
- Retention of those properties on PMS

- Owners satisfaction - survey
- Profit per service
- Profit per property
- Guest feedback on property presentation and cleanliness
- Service metrics
  - telephone GoS
  - Zendesk reply times / SLA
  - Homeowner survey feedback
  - Customer CSQ feedback