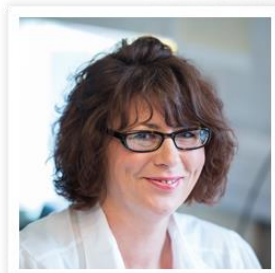




Service/Housekeeping Co-ordinator



A little bit about The Original Cottage Company...

Set up by Richard & Lesley Ellis, Norfolk Country Cottages commenced trading in January 1992 from the family kitchen table. Since then, with enthusiastic organic growth and judicious acquisitions, we have grown to be the largest family-owned, independent holiday cottage company in the country, known collectively as The Original Cottage Company (TOCC).

Having our local brands means we can give that local, personal touch to our homeowners and holidaymakers alike. Being part of a bigger family means we can also offer more professional marketing, IT and accounts services than would not be possible with a smaller company. We believe this gives the best of both worlds and is unique in our industry.

Our big competitors think we are crazy for having so many offices, staff and brands and our small competitors dream of having the expertise that we can offer. This is the reason we have grown every year since 1992.

We foster universally high standards and take a strongly ethical approach when dealing with our employees. We believe in playing to people's strengths and are proud of our reputation for flexibility and fairness as an employer, providing a professional, innovative and fun place to work. This is reflected in the fact that many of our employees are long-serving and thus very experienced.

As an award-winning employer, we take delight in seeing our employees develop and grow within the business. We are proud to be a true family business with a strong set of values which guide and inform the way we work. We are;

- Family owned
- Reliable
- Innovative
- Fun
- Local
- Honest
- Flexible
- Friendly
- Customer focused
- Progressive



"It's lovely to work for a company where you really feel valued and part of the family. Although we're all dotted around the country, there's a great feeling of closeness and support."

Laura Brench

Job Description - What's the job all about then?

Job Title: Service/Housekeeping Co-ordinator

Contract Terms: The position is full-time 4/5 days (31 to 38.75 hours per week) and permanent.

Location: The position is based in the Devon Cottage Care unit in Barnstaple, but the Service/Housekeeping Co-ordinator may also be required to travel to visit properties across North Devon. Occasional travel to attend meetings elsewhere in Devon, other offices in the South West, or other parts of the UK may be required.

Purpose: The Service/Housekeeping Co-ordinator's central roles are providing excellent service for homeowners, clients, guests, colleagues, housekeepers and suppliers. The Service/Housekeeping Co-ordinator administrates the Devon Cottage Care property portfolio to high standards, to achieve the best possible customer feedback, homeowner retention, homeowner recommendations and profitability.

Reports to: The Service/Housekeeping Co-ordinator reports to Devon Cottage Care Manager or the Regional Manager in the absence of the Devon Cottage Care Manager.

Staff Responsibilities: The Service/Housekeeping Co-ordinator has no staff reporting to him/her.

Liaison and Main Contacts: S/he works mainly with housekeepers, guests, homeowners, colleagues in Devon Cottage Care, tradespersons, colleagues in other Original Cottages brands in Devon and the Devon Cottage Care Manager.

Special Features: The Service/Housekeeping Co-ordinator is required to work full-time, 4 or 5 days a week between Monday and Saturday by agreement with their line manager. It is expected that the Service/Housekeeping Co-ordinator takes his/her holidays outside the main school holiday periods. The Service/Housekeeping Co-ordinator will provide on-call cover outside of normal office hours (including Sundays and Public Holidays) in rotation with other members of the team.

Responsibilities

Recruiting and training housekeepers

- Recruit housekeepers to meet the demand for holiday property changeovers, which varies throughout the year.
- Ensure we have sufficient housekeepers to ensure that the rest of the team are not normally required to do changeovers.
- Ensure that the housekeeping team are trained to clean and prepare properties to the standards required by Devon Cottage Care

Managing housekeepers and holiday property changeovers

- Ensure we have a consistent and reliable housekeeping team working to our high standards
- Monitor housekeeper performance, spot-checking changeovers as required
- Co-ordinate and ensure clear communication between cleaners, housekeepers, gardeners, maintenance contractors, laundry services and the maintenance team to ensure that properties are presented to a high standard when guests arrive.
- Ensure that properties are cleaned and prepared on occasions when a housekeeper or cleaner is unable to, doing them his/herself or with other members of the team when absolutely necessary or if no other housekeepers or cleaners are available.
- Ensure self-employed housekeepers submit correct invoices within the required timeframes
- Order, stock check, and monitor standards of linen and towels. Make up or organise linen packs ready for housekeepers to pick up.
- Order and stock check welcome and starter items as required.
- Liaise with homeowners regarding the quality/standards of the property and customer feedback, managing them to ensure that all properties consistently meet the expectations of reasonable customers
- Assist the Devon Cottage Care Manager in ensuring that all properties managed by Devon Cottage Care meet all legal and company Health and Safety and compliance requirements.
- Respond to guest queries / complaints as required and ensure that any problems are resolved as soon as possible during their holiday whenever possible.
- Deal with homeowners either in the office or at their accommodation.

Lead Generation and Property Recruitment

- Assist the Devon Cottage Care Manager in proactively helping to generate prospective owner enquiries through a variety of means including networking, recruitment events and local marketing.
- Deal with prospective owner enquiries and homeowners and follow up any queries that may arise from that enquiry.
- Input prospective owner and property details.
- Maintain an accurate database with regard to enquiries and inspections.
- Offer consistently high standards of service to gain business through recommendations

Accounts, Marketing and Administration

- Assist in setting up and attending home-owner events and marketing, PR and promotion events.
- Support a positive, proactive attitude in the office with a particular focus on customer care and high quality workmanship and standards
- Review office processes and ensure that work is done in an efficient and cost-effective manner.

Health & Safety

- Ensure that Devon Cottage Care meets company and legal requirements in respect of health and safety, as advised by Group Services
- Implement the legal obligation to maintain a safe working environment at all times
- Follow the company's procedures, as described in the Health & Safety Policy
- Report anything unsafe to the Health & Safety representative and report accidents, near misses, and so on in the accident book

Team

- To provide holiday cover for other members of the team, including the Devon Cottage Care Manager.
- Show awareness of the needs of fellow team members and show them courtesy
- Pro-actively foster good working relationships with the Devon team, Group Services and other Original Cottages teams/local brands and be open minded about and receptive to cross-brand and Original Cottages initiatives
- Communicate effectively with others in the team
- Work collaboratively with colleagues in order to meet the objectives of the business
- Contribute to team meetings and put forward ideas and feedback to improve ways of working

General

- Attend work with a clean and smart appearance, wearing the appropriate attire
- Undertake any other tasks that may be reasonably requested

- Implement the policies and procedures set out in the Staff Handbook Make optimum use of time, to work in an efficient and effective manner and avoid duplication of effort.

The above list of responsibilities and tasks is not exhaustive and the Housekeeping Co-ordinator may be required to do other tasks, be involved in projects or have other responsibilities in support of the aims of the business or the overall purpose of the role

Person Specification - Our perfect candidate...

Experience / Knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Experience of using Microsoft Office applications • Experience of providing services to the general public in person or over the telephone 	<ul style="list-style-type: none"> • Experience of working within the property or tourism industry • Experience in co-ordination of team members • Experience of staff recruitment

Skills

Essential	Desirable
<ul style="list-style-type: none"> • Ability to lead a team of housekeepers, many of whom are self-employed • Good written English • Organised and methodical with ability to multi-task • Ability to work to tight deadlines • Ability to prioritise and manage time well • Ability to work collaboratively with teams in other locations • Sound judgement and decision-making abilities • Full current driving license and the use of a car • Attention to detail, particularly in housekeeping and cleaning. 	<ul style="list-style-type: none"> • An understanding of accounts

Personal Attributes

Essential	Desirable
<ul style="list-style-type: none">• A positive, can-do, energetic, passionate approach to achieving things• Flexible and adaptable to changing demands and new challenges• Self-starter• A strong teamwork ethic and collaborative working style that will build relationships among colleagues and others	

Qualifications

Essential	Desirable
<ul style="list-style-type: none">• A good general standard of education, including GCSE English or equivalent	<ul style="list-style-type: none">• A property, housekeeping, tourism or maintenance /co-ordination related qualification



“It is refreshing and rewarding to be employed by a business which encourages the importance and value of ‘local’, bringing great support to local businesses and the community.”

Sue Lee

The Nitty Gritty

- We offer attractive working conditions and a very strong team working ethos in which people are encouraged to feel part of “the family”.
- The normal hours of work will be 38.75 hours a week, to be worked on days and at times agreed with your line manager.
- A competitive rate of pay is offered, depending on experience.
- 22 days holiday a year (plus bank holidays) and nobody works on their birthday! The longer

you work with us then the better holiday and conditions you receive – we value longevity and loyalty.

- We operate a company contributory pension scheme.
- In a steadily growing company such as this, the career opportunities are there for further advancement into any part of the business – promoting from within being a major part of our business philosophy and values.