



Job Description

JOB TITLE	Homeowner Services Assistant
REPORTING TO	Head of Homeowner Services (E&SE, North, SW) or Head of Customer Support & Homeowner Services (Wales) or Senior Homeowner Services Assistant
WORKING HOURS	37.5 hours a week with 30 minutes unpaid lunch. The usual working week is Monday to Saturday and some "out of hours" working and flexibility to meet demand may also be required
PLACE OF WORK	Office based with occasional home working as required. Other travel further afield may be required e.g. for training or to cover other parts of the region.

Role summary

This role provides key administrative support and delivers great customer service to our homeowners as they take steps into the holiday letting business and support work aimed at retaining existing Homeowners and their properties

The Homeowner Services Team works closely with colleagues in Property Recruitment, Property Management Services and Customer Support.

Key responsibilities

Business performance

- Contribute to delivering and beating the regional homeowner services targets
- Work to agreed key performance indicators (KPI)

Operational delivery & administration

Supporting the property recruitment process

- Identify new properties listed with local Estate Agents that would be ideal for holiday letting and assist recruiter with completing appraisals to take to Estate Agent
- If Property Recruiters are unavailable, gather information from homeowner enquiries and add relevant details to our company system
- Qualify leads
- Help contact enquirers via phone or email to arrange property visits, during busy periods
- Help book appointments for Property Recruiters
- Put together marketing packs for Property Recruiters to take out on visits
- Maintain accurate records of all property recruitment literature and liaise with Marketing Team to order

Processing newly recruited properties

- Manage the process of sending all relevant paperwork to homeowners, once approval from the Property Recruiter has been given
- Complete the property entry on our company system for each new property
- Discuss any outstanding actions with homeowners, to ensure the property meets our Minimum Entry Requirements, and agree a plan which allows the property to go live on the website as soon as possible
- Create a 'coming soon' entry for the website while all outstanding actions are being completed, if applicable
- Monitor progress of the necessary steps to make a property live and ensure excellent communication with homeowner and Property Recruiters throughout the process
- Work alongside Quality Assessors to ensure the property is graded prior to going live
- Work alongside, and maintain consistent contact with, our Property Management Services, if the homeowner is interested in our fully managed service offering
- Contact homeowners to let them know their property is live and send appropriate information
- At the end of the process, handover to the Homeowner Account Management team to introduce the team that provides proactive liaison with all our homeowners once their property is live

General administration

- Assist the Homeowner Account Managers with any necessary administration to enhance performance of our property portfolio
- Undertake monthly competitor analysis and circulate report within the Property Recruitment team
- Assist with annual pricing review
- Create and maintain property listings with agreed third party marketing partners (affiliates)
- Process bookings placed by homeowners
- Process responses to our Customer Service Questionnaire (CSQ)
- Update property data in our booking system when requested by homeowners

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
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<ul style="list-style-type: none"> ● Experience of working in a relationship role. ● Experience of a target orientated position. 	<ul style="list-style-type: none"> ● Experience within the holiday letting industry
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Skills & knowledge

Essential	Desirable
<ul style="list-style-type: none"> ● Excellent verbal and written skills ● Customer centred approach ● Good product knowledge ● Relationship builder ● Strong communicator and influencer ● Good sense of humour ● Good administrative and organisational skills ● Attention to detail 	<ul style="list-style-type: none"> ● WALES only - Fluency in Welsh (spoken and written)

Qualifications

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

Personal attributes

Essential	Desirable
<ul style="list-style-type: none"> ● Focussed on, and motivated by, targets, results and performance 	

Key Performance Indicators - how we measure success...

- Customer satisfaction score
- Owner satisfaction score
- Property retention rates
- Time taken to get new properties live