

Job Description

JOB TITLE	Team Operations Manager, PMS (Wadebridge)
REPORTING TO	PMS Team Manager East Cornwall or Head of Property Management Services
WORKING HOURS	40 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.
PLACE OF WORK	Wadebridge Office, Cornish Cottage Care - Regular travel to properties and other travel further afield may be required e.g. for training or to cover other parts of the region.

Role summary

The Team Operations Manager, Property Management Services is an important position in a growing hub of operations within the business providing a range of property management and cleaning services to a growing portfolio of holiday/second/domestic homeowners in Cornwall.

- Managing operational performance in real-time, the jobholder will be ensuring the delivery of a first-class customer experience across a range of channels, within agreed service levels, taking into account the needs of all internal and external stakeholders.
- Effective office management and coordination of PMS Coordinators and field workers as well as freelance support staff and 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:

- Supports the PMS Team Manager, East Cornwall
- 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

- Direct day-to-day tasking of a growing operational team (currently comprising of around 10FTE) providing a range of management and cleaning services to property owners in Cornwall
- Collaborating with Cornish Horizons to increase the value of customer relationships

- Manage the office environment and resources
- Responsible for recruitment, training, performance and development of all staff
- Regular appraisal, feedback and coaching for all direct reports
- Identifying opportunities to improve performance and deliver change
- Employ effective service recovery procedures to deal with problems quickly and efficiently
- Responsible for forecasting demand and planning resource and capacity requirements
- Driving sales and new business for all brands within the region
- Maximising customer satisfaction and employing effective retention methods
- Oversee and ensure quality of job scheduling, administration, procurement and billing tasks
- Responsible for compliance with all legislative and company Health & Safety requirements
- Develop and cultivate outstanding working relationship with colleagues and service partners
- Assuming responsibility for continuous personal and professional development

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

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"> • Experienced in a previous management role the ideal person will be of robust character and demonstrate resilience when needed to overcome the pressures associated with the seasonal peaks in demand. • Open 7 days a week, the position requires flexible working with some early starts, late finishes and weekend working all part of the normal routine. 	<ul style="list-style-type: none"> • Experience within the holiday letting industry • Experience of arranging property maintenance or general building services • Experience of arranging cleaning services

<ul style="list-style-type: none"> ● Getting things done is an essential quality and so a naturally decisive and industrious approach will thrive if paired with an innately collaborative leadership style. ● Can articulate ideas and instructions at all organisational levels ● Ability to exert influence to ensure the smooth running of functions within remit ● Keen attention to detail and problem-solving skills ● Someone who thrives on change, with a 'can do' attitude and a good sense of humour ● Remain calm under pressure and effectively manage multiple priorities 	
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Skills & knowledge

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

Qualifications

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

Personal Attributes

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

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

Benefits

The Original Cottage Company is a family owned business with a positive culture and strong values. We want our customers to be delighted with our service and expect our colleagues to be happy, motivated and challenged as part of a forward thinking organisation that wants you to succeed. In addition to the career opportunities that are available across our UK business we also offer...

- Competitive salary commensurate with experience
- 22 days holiday (+ public holidays)
- Pension scheme
- Company bonus scheme
- Staff discount on thousands of holiday cottages in the UK
- Opportunities for personal development