



## Maintenance Team Member

Devon Cottage Care



## 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:** Maintenance Team Member, Devon Cottage Care

**Purpose:** The purpose of the Maintenance Team Member is to provide high quality planned, reactive and on-call maintenance services to holiday cottages and other properties. The Maintenance Team Member should aim to resolve guests' maintenance issues in a prompt, polite and pleasant manner, minimising disruption to guests' holidays or tenants' occupancy.

**Location:** The position will be based from our Barnstaple depot. The Maintenance Team Member will be required to travel frequently to properties throughout North Devon. Occasional travel to other offices or other parts of the country may be required.

**Reports to:** The Maintenance Team Member reports to the Manager, Devon Cottage Care or the Services Assistant in the absence of the Manager.

**Staff Responsibilities:** The Maintenance Team Member has no staff reporting to him/her.

**Liaison and Main Contacts:** S/he works mainly with the Manager, the Services Assistant and other Maintenance Team Members. The Maintenance Team Member also works closely with colleagues in Marsdens Devon Cottages, Marsdens Property Management and others.

**Budget Responsibilities:** The Maintenance Team Member has no budget responsibilities but is expected to keep the cost of maintenance and repairs to a minimum.

**Special Features:** Work outside normal office hours and weekend work will be required, and the position will be required to be on-call until 9pm in rotation with another Maintenance Team Member.

### Responsibilities and tasks:

- Perform routine maintenance tasks such as replacing locks and repairing doors/windows
- Minor plumbing – fixing taps, Toilets, replacing washers, clearing drains.
- Basic gardening – mowing lawns, trimming hedges, weeding etc.
- Painting and decorating
- Minor electrics – Replacing faceplates & cracked plugs, changing lightbulbs.
- Minor building works – Re-hanging doors replacing damaged trims
- Portable Appliance Testing with the provided equipment as scheduled.
- When possible in properties, inspect for signs of damage or disrepair and report back
- Test alarm systems, sprinklers etc. as required
- Carry out preventative maintenance programmes as required

### General Responsibilities

- To be an ambassador for Devon Cottage Care and pick up new business
- To be considerate of people's homes and to always clean up thoroughly

- Keep company van clean and tidy, regularly washed and serviced, in agreement with mileage/annual servicing schedule.

### **Health & Safety**

- 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**

- Show awareness of the needs of fellow team members and show them courtesy
- 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 in order to improve ways of working

### **General**

- Attend work with a clean and smart appearance, wearing the appropriate attire – a uniform will be provided
- Undertake any other tasks that may be reasonably requested
- Implement the policies and procedures set out in the Staff Handbook and the operating procedures
- 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 Maintenance Team Member 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. At all times the Maintenance Team Member is required to make optimum use of his/her time, to work in an efficient and effective manner and to avoid duplication of effort.

## Person Specification - Our perfect candidate...

### Experience / Knowledge

Essential	Desirable
<ul style="list-style-type: none"><li>• Experience as a general maintenance person</li></ul>	

### Skills

Essential	Desirable
<ul style="list-style-type: none"><li>• Able to take on a wide variety of domestic maintenance work and complete it to a consistently high standard</li><li>• Able to complete works in a time efficient manner</li><li>• Ability to work collaboratively with other members of the team</li><li>• Full current driving licence</li><li>• Sound judgement</li></ul>	

### Qualifications

Essential	Desirable
	<ul style="list-style-type: none"><li>• Qualified in one or more trades</li></ul>

### Personal Attributes

Essential	Desirable
<ul style="list-style-type: none"><li>• A positive, can-do, energetic approach to achieving things</li><li>• a positive self-starter</li><li>• a calm and sympathetic approach to holiday cottage guests, homeowners and others as some work will be carried out when people are in their properties</li><li>• flexible and responsive</li><li>• Customer focused</li></ul>	



"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 a week
- 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.  
Provide on-call cover Mondays to Saturday 5 to 9pm & Sundays 9am to 9pm on a rota basis.
- 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.