Job Description

JOB TITLE	**Homeowner Account Manager**
REPORTING TO	Head of Homeowner Services - East & South East Region
WORKING HOURS	22.5 hours a week with 30 minutes unpaid lunch. The hours include working alternate Saturdays. Some "out of hours" working and flexibility to meet demand may also be required. This includes being ‘on call’ on a rota basis.
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

A part time role, 22.50 hours over three days a week with 30 minutes unpaid lunch.

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The role also includes being ‘on call’ out of hours 5pm-9pm for customers on a rota basis, approximately every 8-9 weeks.

Office based (offices in Southwold, Aldeburgh and Woodbridge) 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.

Our Homeowner Account Managers act as the first point of contact for homeowners, and you should build good relationships with them to encourage communication, loyalty and retention.
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

Developing relationships with homeowners

- Act as point of contact for existing owners and new owners joining the family.
- Communicate proactively with owners.

- Liaise personally with homeowners where the relationship is of particular commercial value
- Organise and attend homeowner events, working closely with the Marketing Team.
- Contribute, and work with Marketing Team, to produce a regular Homeowner Newsletter
- Deal with any enquiries from homeowners and reply promptly, or ensure that a colleague has replied promptly if appropriate.
- Work within service level agreements (SLA)
- Deliver great customer service at all times
- Resolve complaints to homeowner satisfaction wherever possible.
- Deal with owner objections and complaints at first point of contact.
- Take ownership of homeowner issues
- Provide feedback to homeowners based on Customer Service Questionnaire responses
- Liaise with Quality Assessors to ensure properties are graded annually and Quality Assessors have relevant information provided by guests in CSQs

Optimising property performance

- Advise and encourage homeowners on how they can achieve optimum performance from their property
- Identify underperforming properties and use relevant levers to improve levels of customer occupancy and income
- Implement a management plan for poor quality properties looking for opportunities to cross sell into our Property Management Services to undertake works.
- Liaise with homeowners regarding special offers and implementing offers.

Maintaining property information

- Keep website descriptions and property information up to date.
- Write copy and organise or take photographs of each property for our websites

Administration

- Administer annual pricing review with homeowners
- Monitor and enforce homeowner compliance with Original Cottages H&S requirements and keep homeowners appraised of their legal responsibilities concerning property health and safety
- Assist with monthly checking and processing of charges and payments to homeowners
- Process Accidental Damage Scheme claims from 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
• Experience of working in a relationship role. • Experience of a target orientated position.	• Experience within the holiday letting industry

Skills & knowledge

Essential	Desirable
• Excellent verbal and written skills • Customer Centred Approach • Good product knowledge • Relationship Builder • Strong communicator and influencer • Results orientated • Good sense of humour • Good administrative and organisational skills • Great attention to detail	

Qualifications

Essential	Desirable
• A good general standard of education, including GCSE English and maths	• A good general standard of education, to at least A level or equivalent

Personal attributes

Essential	Desirable
• Focussed on, and motivated by, targets, results and performance	

Key Performance Indicators - how we measure success…

- Owner satisfaction score
- Property retention rates
- Owner interactions
- Portfolio growth