



Job Description

JOB TITLE	PMS Maintenance Team Member (field team)
REPORTING TO	PMS Team Manager
WORKING HOURS	37.5 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	Field based role where travel between offices and properties is a core part of the role. Other travel further afield may be required e.g. for training or to cover other parts of the region.

Role summary

The PMS Maintenance Team Member is an exciting, varied role, essential to the delivery of our Property Management Services.

You will be responsible for delivering a variety of services at properties to enable smooth operation of the PMS offering, including:

- Planned, proactive property checks and maintenance services
- Reactive call outs and issue resolution

With practical experience and a keen eye for detail the job holder is responsible for making sure that services are delivered in a way which:

- Meets homeowner and guest expectations
- Aligns with agreed company best practice, processes and procedures
- Achieves expected performance and KPIs
- Uses resources in the most effective and efficient way

Key responsibilities

General operations

- Ensure that services are constantly delivered to a high standard, fulfilling contractual obligations to homeowners
- Practice and promote a proactive and preventative approach demonstrating the value of our PMS offering to homeowners
- Support profitability of PMS provision in the region, identifying where efficiencies and savings could be realised and working with the PMS team manager to appraise potential improvements

- Support the consistent delivery of an effective out of hours support function for guests, suppliers and homeowners, ensuring excellent service is delivered throughout the operating window.
- Ensure that all services are carried out in line with all relevant health and safety legislation and guidelines, use the training, information, equipment and facilities provided to achieve this
- Support and promote the implementation of company wide developments and innovations in PMS , including IT-based systems and any associated processes
- Take responsibility for and resolve issues identified

Maintenance

- Carry out all planned maintenance work to the highest standards possible
- Use the systems available to record notes and images on works completed
- Take a proactive approach to maintaining high standards in properties by identifying improvement opportunities during property visits and checks
- Aim to resolve guest call outs over the phone wherever possible to provide guests with the fastest resolution possible
- Support the management of stock levels of all maintenance consumables and stock items such as light bulbs and fixings to ensure regular demand can be met
- Foster positive long term relationships with local tradespeople and colleagues to ensure uninterrupted service delivery
- Ensure that jobs (work orders) are raised for all works carried out so that homeowners are charged at the agreed price for all billable works
- Support the delivery of essential housekeeping services should the need arise
- Willing to undertake training to support expansion of in house services

Business performance

- Help to deliver, the agreed annual targets for the property management service - and where possible exceed them

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"> ● A proven track record of delivering excellent customer service ● At least two years experience in some kind of trade / trades ● Experience of consistently following processes and procedures ● Experience of making a positive and constructive contribution to the improvement to processes and procedures ● Experience of dealing successfully with challenges and achieving a positive resolution ● Experience of working effectively both independently and as part of a team 	<ul style="list-style-type: none"> ● Experience within the holiday letting industry ● Experience using field worker / job management software ● Experience of completing PAT testing ● Experience carrying out property inspections or surveys

Skills & knowledge

Essential	Desirable
<ul style="list-style-type: none"> ● Excellent knowledge of general property maintenance and repairs ● Good knowledge of basic plumbing and electrics ● Good oral and written English ● Good organisational skills ● Good communication skills ● Good numerical skills ● Good decision making skills based on facts available ● Proven track record of seeing things through from concept to implementation (starter-finisher) ● Excellent attention to detail where necessary to achieve high standards of work 	<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 or equivalent 	<ul style="list-style-type: none"> ● Trade based qualifications or certifications ● Health and safety qualifications or certification ● A good general standard of education, to at least A level or equivalent

Personal Attributes

Essential	Desirable
<ul style="list-style-type: none">● Comfortable working both independently and as part of a team to get the best results● Adaptable and supportive of changing plans● 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...

- Feedback from owner on the quality of services delivered
- Retention of those properties on PMS
- Owners satisfaction - survey
- Profit per service
- Profit per property
- Guest feedback on property presentation and cleanliness
- Service metrics
 - Homeowner survey feedback
 - Customer CSQ feedback