



# *PMS Team Leader*



*Property Managed Services  
Holkham, Norfolk*



## 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 teams 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 and staff, 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
- *Local*
- *Friendly*
- *Reliable*
- *Honest*
- *Customer* focused
- *Innovative*
- *Flexible*
- *Progressive*
- *Fun*



## *Job Description - What's the job **all** about then?*

### Overview

The PMS Team Manager is an exciting and essential role at the heart of our Property Management Services offering.

You will be responsible for the smooth operation of the PMS offering, including the:

- Management of both the office and field based teams
- Management and coordination of property services
- Delivery of services through your team and external suppliers

Through effective management of both people and processes the job holder is responsible for making sure that services are delivered in a way which:

- Meets or exceeds homeowner and guest expectations
- Accountable for supporting the recruitment and retention of properties
- Aligns with agreed company best practice, processes and procedures
- Achieves expected performance and KPIs
- Manages resources in the most effective and efficient way

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### *Responsibilities & Tasks*

#### **Leadership & people management**

- Accountable for planning, coordinating and supporting the recruitment and deployment of people resource required to deliver agreed services and targets
- Accountable for planning the teams working days and manage holiday to enable the operation to run smoothly year round
- Line manage individuals in the PMS team - with a key focus on managing and improving performance through regular reviews and annual appraisal against individual targets and objectives
- Accountable for the planning and coordinating of training and coaching for PMS teams
- Accountable for managing key relationships with suppliers to ensure uninterrupted service delivery
- Lead a positive collaborative relationship with colleagues in all other teams across the business
- Lead a culture of excellent customer service and communication throughout the team, including communicating performance; creating awareness and knowledge throughout the team



- To assist the Head of Service in completing any necessary tasks or resolving issues, as required

### **Operations management & delivery**

- Accountable to ensure that services are constantly delivered to a high standard, fulfilling contractual obligations to homeowners
- Lead a proactive and preventative approach demonstrating the value of our PMS offering to homeowners
- Identify, evaluate and propose opportunities for expanding profitable PMS provision in the region, in line with national strategy and objectives. This may include expanding the customer base for existing services; establishing existing services in new areas; developing new services
- Accountable for optimising profitability of PMS provision in the region, identifying where efficiencies and savings can be realised and implementing change to achieve these
- Accountable for 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 coded correctly and charged for at the correct rate
- Ensure that suppliers are paid in a timely fashion and invoices are processed in line with the correct process set out by accounts
- Accountable for developing and maintaining a network of reliable and loyal housekeeping and property maintenance suppliers in order to meet current and future demand, and support portfolio growth
- Accountable for all PMS operations being carried out in line with all relevant health and safety legislation and guidelines, providing staff with the training, information, equipment and facilities they need to achieve this
- Accountable for dealing with complaints and make decisions to reach resolution
- Manage, support and promote the implementation of company wide developments and innovations in PMS , including IT-based systems and any associated processes
- Willing to get hands on and deliver services should the need arise

### **Business performance**

- Responsible for delivering the agreed annual targets for the property management service - and where possible exceed them (including profit and loss, budget and KPIs)
- Accountable for performance of PMS against agreed targets; identify areas where improvement is required and implement change to achieve this
- Provide regular reports to the Head of Service on agreed Key Performance Indicators



### Property recruitment and retention

- Accountable for the retention of the existing portfolio by proactively managing homeowner relationships and taking steps to identify and enhance the relationship with at risk owners
- Accountable for the capacity of the PMS team to consistently deliver services to newly recruited TOCC let properties
- Accountable for supporting recruiters by organising the onboarding and set up of new properties receiving PMS

### 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...

### Essential Skills:

### Experience

- Minimum of 2 years experience managing a team in an operational environment
- Experience of growing and developing a business through growing a client base
- Proven experience of successfully leading, managing and motivating teams

- Experience of successful contribution to projects and initiatives
- Experience of making a positive and constructive contribution to the improvement to processes and procedures
- Experience of dealing successfully with confrontation and conflict and achieving a positive resolution
- Experience of managing the delivery of operational services
- Experience of setting, monitoring and delivering
- A proven track record of delivering excellent service

### **Skills/Qualifications**

- Excellent oral and written English
- Excellent people management skills; experience in training, developing and coaching team members
- Excellent communication skills at all levels
- Good numerical and analytical skills
- Excellent 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 inform business decisions
- Highly competent reviewing and interpreting reports
- A good general standard of education, to at least A level or equivalent, including GCSE English and Maths or equivalent

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### *Desirable Skills*

#### **Skills/Qualifications**

- Experience of customer/client account management
- A degree or diploma in a business, tourism or property related discipline
- People management qualifications

#### **Experience**

- Experience within the holiday letting industry
- Experience within the property management industry
- At least three years experience of managing a team or teams



## 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 hours of work will be 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.
- Office based with occasional home working as required. Regular travel to properties and other travel further afield may be required e.g. for training or to cover other parts of the region.
- 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.
- 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.

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## *Interested? This is how to apply...*

Please send a CV and covering letter (this is important to us) with a little bit about you and why the job appeals to you. This should be addressed to Julian Brakenbury and sent to us using the contact details below. The closing date is 25<sup>TH</sup> June but don't delay as we encourage early applications. We look forward to hearing from you soon.

### **Email Address**

jobs@originalcottages.co.uk

### **Telephone Number**

0333 2020 899

### **Office Address**

Bank House, Market Place, Reepham, Norfolk, NR10 4JJ.



**Website**

[originalcottages.co.uk/working-with-us](http://originalcottages.co.uk/working-with-us)