



Property Management Services Coordinator

Full time, competitive rates of pay, company pension and other benefits.

We're looking for a Property Management Services Coordinator to join our team in the Lake District. This is a full time role, working across 5 days a week to include Saturdays.

The PMS Coordinator role is exciting and varied, you will be responsible for organising and delivering a variety of services at our owner's holiday properties to enable smooth operation of the PMS offering, including:

- Managing the coordination and arrangement of property services
- Facilitating the delivery of services through field based colleagues and external suppliers, while liaising with customers
- Planned, proactive property checks
- Reactive call outs and issue resolution

Key Responsibilities include:

- Foster positive long term relationships with local housekeeping suppliers and tradespeople to ensure uninterrupted service delivery
- Develop sufficient housekeeping and trades contacts and capacity to support the planned growth to the business
- Ensure that all agreed housekeeping and maintenance services are planned and delivered as required
- Manage stock levels of all housekeeping and maintenance consumables and stock items such as welcome packs, hired or sold linen and sundry items to ensure demand can be met
- Take a proactive approach to maintaining high standards in properties by offering deep cleans, maintenance plans and other value adding services
- Manage complaints or feedback around housekeeping standards or maintenance issues, and take next steps to solve any issues
- Visit properties to spot check cleaning and maintenance standards, and provide feedback to both housekeepers, trades and homeowners
- Ensure that supplier invoices are processed correctly and in a timely manner
- Make sure that homeowners are charged at the agreed price for all billable works
- Ensure contracts are in place with all suppliers where required
- Send regular arrivals reports to suppliers to keep them updated and informed of the latest arrivals

We're look for someone to join our team in this exciting new role who is organised, has an eye for detail and problem solving skills, who is calm under pressure and has a fun positive attitude.

Closing date 20th August

To apply send CV and a covering letter to: jobs@originalcottages.co.uk Please quote that you're applying for the Lakes PMS Coordinator role when contacting us.