



Job Description

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| 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 | <ul style="list-style-type: none"> • Experience within the holiday letting industry • Experience using field worker / job management software |
| <ul style="list-style-type: none"> • 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 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 | |
| <ul style="list-style-type: none">• 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