



Property Management Supervisor –

Yorkshire – Hawes / Leyburn



A little bit about us at Ingrid Flute's...

The business was founded by Ingrid Flute in 1970 in Robin Hoods Bay, starting with a small notice for a caravan to let in her shop window. A well loved and respected local business woman, Ingrid grew the business up to 100+ cottages before she passed away in 2001. Ray Flute and partner Lucette, took the reins and continued to grow the business for a further ten years to over 200 properties, the largest selection of holiday cottages on the Yorkshire coast.

In 2011, Ingrid Flute's Yorkshire Holiday Cottages became part of The Original Cottage Company. Since then, the company has continued to flourish and, through a combination of organic growth and acquisition, now represents around 500 holiday properties in Yorkshire, Lancashire, Cumbria and Northumberland. Our main office is in Whitby on the Yorkshire coast, and in the Yorkshire Dales we have an office in Hawes plus office space in JR Hoppers estate agents in Leyburn.

The business is growing fast, with ambitions to continue to grow in size of the portfolio and geographically. This growth is based on a determination to offer what homeowners want:

- Excellent marketing power
- Comprehensive property management
- Competitive terms
- A personal, friendly, professional service

And we are part of a family too, The Original Cottages Family...

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 brands 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, staff and brands 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

This is a fantastic opportunity for a dynamic, passionate and confident person to build on our existing property management services. The role is principally focussed on delivery of high quality housekeeping services, ensuring properties are cleaned, maintained and well-presented, with any issues are resolved in a timely fashion and to a good standard.

Responsible to: Holiday Home Management Yorkshire Manager

Responsibilities & Tasks

Property Management Team Services

- Deliver property management services to offer the very best standard of customer care to owners, guests and other stakeholders and suppliers.
- Keep accurate online records for the Property Management Services including set up of new properties and updating of existing properties and provide reports for your line manager as required.
- Deliver housekeeping services to include, but not limited to:
 - Provision of Ingrid Flute's Find a Cleaner service
 - Liaison with cleaners and housekeepers to ensure properties are cleaned and well presented, including providing "on the job" training and communication of expected standards
 - Monitor cleanliness of properties and arrange additional/emergency cleans as required, and ensure this work is done to a high standard.
 - Take the lead in delivery of a profitable linen hire service
 - Meet with owners to discuss the housekeeping service and resolve any housekeeping issues they raise
 - Order supplies of all items required for the housekeeping services regularly to ensure that these are in stock at all times.
- Deliver maintenance services to include, but not limited to:
 - Liaison with handymen and external handymen, tradesmen and other suppliers to ensure properties are maintained and well presented, and any maintenance problems are resolved as soon as possible and to a high standard
 - Identify work for handymen to ensure best use of their time and maximising income for the business.
 - Ensure work orders are completed for all work, and process maintenance related paperwork in an accurate and timely way from the start of the job to completion.
 - Keep accurate records of all employed handymen's hours, completing timesheets and providing information for payroll to the Senior Operations Manager
- Generally:
 - Support and provide cover for colleagues in delivery of other Property Management Services and with colleagues in Ingrid Flute's Yorkshire Holiday Cottages to provide ongoing cover for other roles and responsibilities.
 - Meet with owners to discuss Property Management Services and resolve any issues they raise
 - Ensure smooth operation of Property Management Services premises, with regular opening as required
 - Work with Quality Assessors to resolve any quality issues

- Visit properties to check maintenance / housekeeping issues as required
- Process all relevant invoices and make all required recharges to owners accounts each week
- Upsell our services whenever the opportunity arises
- Respond to problems in an empathetic way and devise and implement solutions to ensure the best customer service
- Work to reduce unnecessary costs, meet established income targets and within established budgets at all times
- Work with management and colleagues on the ongoing development of property management services

Health and Safety

- Ensure the offices are kept clean and tidy.
- Ensure all staff Health and Safety training is up to date.
- Manage the legal obligation to maintain a safe working environment at all times
- Ensure that your local premises/facilities meet the requirements of the business, including décor and cleanliness, reporting any significant issues to the General Manager
- Follow the company's procedures, as described in the Health & Safety Policy
- Report anything unsafe to the Health & Safety representative and report accidents in the accident book

Miscellaneous

- Ensure Ingrid Flute's Yorkshire Holiday Cottages and Holiday Home Management Yorkshire is represented in a positive and professional manner to customers, enquirers, homeowners, suppliers and any other person who the team may encounter in the office or on company business.
- Follow company procedures as per the current Staff Handbook, adhering to Health and Safety rules, regulations and legislation.
- Ensure the confidentiality of customers, owners and other staff members and abide by the company's confidentiality policy
- Manage general administration as well as accurate maintenance of Yorkshire's filing and database system for both manual and computerised records with regard to customers, enquiries and inspections
- Work and communicate effectively with other offices of the company and pass on relevant information, where required
- Maintain a healthy and safe personal working environment; attending work with a clean and smart appearance, wearing the appropriate attire
- Make optimum use of time, to work in an efficient and effective manner and avoid duplication of effort
- Participate in any training programme as agreed between yourself and the company
- Last but not least - any reasonable task as required by the company from time to time

The above list of responsibilities and tasks is not exhaustive and you may be required to do other tasks, be involved in projects or have other responsibilities in support of the aims of the business or the overall purpose of the role.

Person Specification - Our perfect candidate...

We are looking for a fun, friendly, enthusiastic person with a can-do attitude to join the Property Management team. You will be a conscientious hard worker, able to work on your own as well as part of the team. You will be able to keep calm under pressure and react in a helpful and constructive way. Attention to detail is vital. You will need to be able to confidently discuss the property management services, and particularly the housekeeping and maintenance services, to other members of the team, owners, and other stakeholders. It goes without saying that you need to be well organised, with great time management skills. Excellent computer skills, a good standard of written communication and a friendly and helpful telephone manner are also essential requirements of this fantastic role.

You will be required to travel to properties across a wide area of the Yorkshire Dales, occasionally further. There is a pool car at Hawes which is shared with other staff based in the Yorkshire Dales which can be used for business travel when available. At other times you will be expected to use your own vehicle and mileage will be paid for.

Some flexibility in working hours is required, and this will include weekends; it is anticipated that you will work alternate Saturdays and some Sundays. You will also provide an out of hours call service for guests staying in managed properties on rotation with other team members. Our out of hours service is available Monday – Saturday 8.00am - 8.00pm and Sunday 9.00am – 5.00pm.

Essential Skills

Skills/Qualifications

- Excellent communications and interpersonal skills
- Keen attention to detail and problem-solving skills
- Excellent IT skills, including all Microsoft Office applications
- Ability to keep accurate records and provide reports
- Ability to prioritise workloads, manage time and work to timescales
- Full driving licence and a car suitable for business use

Experience

- Minimum of 2 years in a customer focussed role
- Minimum of 1 year in a problem solving environment

Desirable Skills

Skills/Qualifications

- Competent using Google Documents
- Customer care qualifications

Experience

- Experience of working in a housekeeping role
- Experience of resolving maintenance issues

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 are to be agreed within the range of 24 – 37.5 hours per week. We try to offer flexible hours to meet any commitments employees may have.
- A competitive rate of pay is offered, depending on experience.
- The position is ideally based in Hawes but could be based in Leyburn with some time working at our premises in Hawes on a regular basis. (This is likely to be once a week, and more if providing cover for other members of the team)
- 22 days holiday a year (plus bank holidays) pro rata 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.
- Business mileage is paid at the Government rates.
- 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.

Interested? This is how to apply...

Please send your CV and a covering letter/email (this is important to us) with a little bit about you and why the job appeals to you. This should be addressed to Donna Hinds and sent using the contact details below. The closing date is 5pm on **Friday 11th September 2020**.

We know it helps with planning to know interview dates. First interviews are scheduled for Wednesday 16th September 2020. We will ask those shortlisted for second interviews to complete a psychometric assessment. There are no right or wrong responses to this test; it is one of the tools we use when recruiting to assess your strengths and any potential areas for development. We will go through the results with you at your second interview which will be on Wednesday 23rd September 2020.

Email Address:

jobs@yorkshireholidaycottages.co.uk

Office Address:

Ingrid Flute's Yorkshire Holiday Cottages, Unit 4b, Upper Wensleydale Business Park, Hawes DL8 3UZ

Website:

www.yorkshireholidaycottages.co.uk

Telephone Number:

01947 878595 – ask for Donna Hinds