



Operations Support Team Member

Sales Support Team - Reepham



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 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

The Operations Support position provides a great opportunity to be part of a fantastic team.

The Sales Support Team is another exciting innovation aimed at further improving our customer's experience in those first important moments when they contact us to talk to us about their holiday or if they need to speak to "a real person" about something else connected with it. The team is based at the company's Group Services office in Reepham and operate separately but in close support of all the brands.

Responsibilities & Tasks

➤ **Answering calls from customers.** These calls may be about anything;

- *an initial exploratory enquiry about the company and its products*
- *a potential booking*
- *a query about an on-going or past booking*

The key here is to listen carefully, rapidly access the correct information and then either take the call right through to a confirmed booking or refer it to the individual brand by passing on accurate details to them for them to follow through.

➤ **Customer interaction through the group websites such as originalcottages.co.uk .**

- *using social networking platform and 'live chat' to provide personal, friendly customer service and interaction.*
- *providing a bespoke 'personal shopper' service – helping customers to find the perfect cottage across our national portfolio.*

➤ **Effective use of IT systems/processes**

- *familiarisation with the **tabs2** system and effective use of it*
- *correct, accurate and timely administration and data recording*

➤ **Liaison and communication company-wide**

- *keeping in touch with individual brand employees in a positive helpful way that forges and maintains a good team-work atmosphere*
- *keeping those people informed and providing them with correct and comprehensive information on all joint endeavours*
- *working with other areas of the business to share knowledge and ensure the wider success of the organisation.*

Person Specification - Our perfect candidate...

Essential Skills

- Passionate about customer service
- Excellent communication skills, both written and oral
- Several years proven successful experience of customer support or telephone selling in either a product or service sector being promoted to the general public would be desirable
- Confident in the use of computer applications including Outlook, Google and other software

Desirable Skills

Suitability – the personality factors that will be important

- A persuasive, up-beat, enthusiastic telephone manner – the will to promote and negotiate with people to reach a mutually agreeable conclusion
- The ability to grasp information quickly and comprehensively
- An eye for detail – the will to get things right and make sure you have understood the minutiae
- The ability to handle difficulties with patience and good sense
- Organisation and order – good administration skills with great attention to detail
- A liking for team-working – the spirit of joint endeavour!

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”.

- Our opening hours are 8am to 8pm Monday to Saturday and 10am to 6pm on Sundays.
- 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.

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 Sally Sims and sent to us using the contact details below. The closing date is 31st August 2019 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