



Job Description

JOB TITLE	Head of Property Recruitment
REPORTING TO	Regional Manager
WORKING HOURS	37.5 hours a week with 30 minutes unpaid lunch. The usual working week is Monday to Saturday and some "out of hours" working and flexibility to meet demand may also be required
PLACE OF WORK	Home based, preferably in Northumberland, with regular travel to properties for recruitment visits across the County and to our offices across the region as required. Other travel further afield may be required e.g. for training or to cover other parts of the region.

Role Summary

You will be responsible for the success of Property Recruitment across all Original Cottages brands in the region.

You will lead, develop and coordinate property recruitment services in the region, ensuring that services are delivered in a way which

- supports both regional and national business objectives
- aligns with agreed company best practice, processes and procedures
- achieves expected performance and KPIs
- uses resources most effectively and efficiently across all local areas and brands

As a key member of the region's senior management team, you will contribute to the development and delivery of services across all local brands and areas.

Key responsibilities for the role

Strategy & planning

- Contribute to the development and implementation of company-wide strategy and plan for property recruitment, in collaboration with the National Portfolio Development Manager and other Regional Heads

Business performance

- Help to set, and then deliver the agreed annual targets for the property recruitment service - and where possible exceed them (including budget and KPIs)

- Monitor performance of the property recruitment service against agreed targets; identify areas where improvement is required and implement change to achieve this
- Support the Regional Manager and work closely with all members of the regional senior management team in order to achieve agreed, shared objectives

Leadership & people management

- Plan, coordinate, recruit and deploy the people resource required to deliver agreed property recruitment services and targets
- Line manage individuals in the property recruitment team - with a key focus on managing and improving performance through regular reviews and annual appraisal against individual targets and objectives
- Plan, coordinate and contribute to the delivery of training and coaching for the property recruitment team
- Work with the Regional Manager and senior team to ensure the team are well trained, development plans are created for our rising stars and a succession plan is in place for the region.

Financial management

- Manage and authorise spend against agreed budgets

Operational management & delivery

- Monitor and understand competitors and their activity across the region and feed this intelligence to key colleagues across the business
- Contribute to the development and implementation of marketing initiatives to target property owners
- Identify ways to raise the profile of Original Cottages and generate new leads from prospective owners
- Build and develop relationships and ways of working with local partners who can generate recruitment leads, eg estate agents
- Advise potential homeowners on how their property can achieve optimum booking performance and guest satisfaction
- Actively promote the value and benefits of Original Cottages 'best of both worlds' proposition (local presence and national expertise) and property management services
- Ensure the team has the right tools and training to be able to cross sell our suite of products such as property management services
- Liaise personally with potential homeowners where the relationship is likely to be of particular commercial value
- Ensure that property recruiters understand, promote, support and ultimately sell our property management services to prospective and existing owners where appropriate.
- Provide excellent continuity of service for our new owners by ensuring that they are properly handed over to the homeowner services team and to the property management team for further follow up or provision of agreed services

- Manage, support and promote the implementation of company wide developments and innovations within the property recruitment service, including IT-based systems and any associated processes

Premises & facilities

- Work with other members of the regional senior management team to ensure that all offices and other business premises are adequately staffed to deal with in-person demand from holidaymakers, homeowners and suppliers
- Coordinate the management and maintenance of offices and other business premises used by property recruitment services

Responsibilities for all roles in the TOCC 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"> • Minimum of 2 years as Portfolio Development Manager or a comparable sales role to include: <ul style="list-style-type: none"> ○ Experience of developing strategy to improve recruitment of high value properties or similar ○ Experience of data analysis to identify gaps in portfolio and development of tactics to address gaps • Proven experience of successfully leading and motivating teams • Experience of successful contribution to company wide projects and initiatives, beyond your own area of responsibility 	<ul style="list-style-type: none"> • Experience within the holiday letting industry • At least five years experience of managing a sales team or teams

<ul style="list-style-type: none"> • Able and confident to make a positive and constructive contribution to the development of company-wide strategy and initiatives • Experience of dealing successfully with confrontation and conflict and achieving a positive resolution • Experience of setting and monitoring targets and managing budgets • Experience of sales and achieving considerable success within this area • Proven track record of building business links and networks through personally attending events • Local relationships in the region that will aid your role objectives and the business 	
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Skills & knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Excellent oral and written English • Excellent people management skills; experience in training, developing and coaching team members • Excellent communication skills at all levels • Excellent numerical and analytical skills • Excellent decision making skills based on facts/data • Commercial acumen - able to take sound business decisions based on a thorough understanding of the business environment, risks and opportunities • Proven track record of seeing things through from concept to implementation (completer-finisher) • Excellent attention to detail where necessary to inform business decisions 	

Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • A good general standard of education, to at least A level or equivalent, including GCSE English and maths or equivalent 	<ul style="list-style-type: none"> • A degree or diploma in a business, tourism or property related discipline • People management qualifications

Personal Attributes



Essential	Desirable
<ul style="list-style-type: none">• A collaborative working style - able and willing to work as part of multiple teams to get the best results• Positive attitude to business evolution, embracing change, development and new ideas and ways of working• Focussed on, and motivated by, targets, results and performance	

Key Performance Indicators - How we measure success...

- Delivering annual Portfolio growth by achieving recruitment target/budget
- Average profit per property recruited
- Key location growth (hot spots)

Benefits

- Competitive rate of pay depending on experience
- 22 days holiday plus bank holidays + your birthday
- Contributory pension scheme
- Training and development
- Non-contractual benefits

How to apply

Please send your CV and a covering letter to jobs@originalcottages.co.uk

The closing date is **Monday 5th April**

We are keen for the successful applicant to join us as soon as possible. Please be aware of the recruitment schedule below.

Recruitment Schedule:

- Wednesday 7th April - invitations to 1st interview
- Monday 12th April – 1st interviews
- Monday 12th April, cop – psychometric assessment will be sent to those selected for 2nd interview
- Thursday 15th April, cop - psychometric assessment to be returned
- Friday 19th April - 2nd interviews