



# *Head of Property Management Services (PMS)*



*PMS*  
East & South East



## 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 teams 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 and staff, 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

You will be responsible for the operational success of PMS across all Original Cottages brands in the region, including:  
management and coordination of property services  
delivery of services through employee teams and contracted suppliers

You will lead, develop and coordinate PMS 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.

This role is office based with regular travel to offices across the region County as required. Other travel further afield may be required e.g. for training or to cover other regions.

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### *Responsibilities & Tasks*

#### Strategy & planning

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

#### Business performance

- Help to set, and then deliver, the agreed annual targets for the property management service - and where possible exceed them (including profit and loss, budget and KPIs)
- Monitor performance of PMS 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 services and targets
- Line manage individuals in the PMS 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 PMS teams
- 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

#### Operations management & delivery

- Identify, evaluate and propose opportunities for expanding profitable PMS provision in the region, in line with national strategy and objectives. This may include expanding the customer base for existing services; establishing existing services in new areas; developing new services.
- Optimise profitability of PMS provision in the region, identifying where efficiencies and savings can be realised and implementing change to achieve these
- Work with Heads of Customer Support to design, plan and implement an effective out of hours support function for guests, suppliers and homeowners, ensuring excellent service is delivered throughout the operating window.
- Develop a network of reliable and loyal housekeeping and property maintenance suppliers in order to meet current and future demand, and support portfolio growth
- Ensure that all PMS operations are carried out in line with all relevant health and safety legislation and guidelines, providing staff with the training, information, equipment and facilities they need to achieve this



- Manage, support and promote the implementation of company wide developments and innovations in PMS, 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 PMS

### 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



*“It is refreshing and rewarding to be employed by a business which encourages the importance and value of 'local', bringing great support to the local businesses and the community”*

Carol, Best of Brighton



## *Person Specification - Our perfect candidate...*

### *Essential Skills*

#### **Skills/Qualifications**

- A good general standard of education, to at least A level or equivalent, including GCSE English and maths or equivalent
- 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

#### **Experience**

- Minimum of 2 years as PMS Manager or equivalent (e.g. property management/facilities role) to include:
- Experience of strategic development of PMS to generate maximum profit and aid homeowner retention
- Experience of delivery of PMS
- Experience of growing and developing a business through growing a client base
- Proven experience of successfully leading and motivating teams
- Experience of successful contribution to company wide projects and initiatives, beyond your own area of responsibility



- Experience of making 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 managing the delivery of operational services
  - Experience of setting and monitoring targets and managing budgets
  - A proven track record of delivering excellent service
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### *Desirable Skills*

#### **Skills/Qualifications**

- A degree or diploma in a business, tourism or property related discipline
- People management qualifications
- Experience of customer/client account management

#### **Experience**

- Experience within the holiday letting industry
- Experience within the property management industry
- At least five years experience of managing a team or teams

### *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".

- 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.
- 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.
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## *Interested? This is how to apply...*

Please send a CV and covering letter to Julian Brackenbury and send to us using the contact details below. We encourage early applications and look forward to hearing from you soon.

### **Email Address**

[j.brackenbury@originalcottages.co.uk](mailto:j.brackenbury@originalcottages.co.uk)

### **Website**

[originalcottages.co.uk/working-with-us](http://originalcottages.co.uk/working-with-us)