

# Homeowner Service Assistant

## Abersoch Holiday Homes

### **A little bit about us...**

Abersoch Holiday Homes is an independent letting agency with an office based in Abersoch, Llŷn Peninsula. Our property portfolio covers both coastal and rural areas on the Llŷn Peninsula.

### **A little bit about 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?**

This job description is not prescriptive and, as always, The Original Cottage Company encourages and welcomes initiative, discussions and suggestions from employees.

**Job Title:** Homeowner Services Assistant

**Responsible to:** Homeowner Services Manager

**Objectives:** To provide excellent service to homeowners to ensure professional and organised communication, monitor booking performance, monitor repeat booking performance, customer feedback and homeowner retention . To act as 'Account Manager' support for existing homeowners. Work as a member of 'Team Wales' to ensure the development and enhancement of all brands.

**Location:** Mainly Abersoch, with regular travel to multiple offices in Wales as well as travel to properties, other TOCC brand sites as well as ad hoc visits to Group Services, based in Norfolk. From time to time there will be training events at other UK locations.



## Existing Properties

- Build and maintain excellent relationships with owners to increase property retention and improve owner referral rates
- Deal with any enquiries from homeowners and reply promptly, or ensure that a colleague has replied promptly if appropriate
- Proactively monitor booking performance of properties across the portfolio
- Liaise with homeowners regarding booking performance and marketing and implement changes to maximise income, with the support of the Marketing team as required.
- Assist the Reservations Team in liaising with homeowners regarding the quality/standards of the property and customer feedback, managing them to ensure that all properties consistently meet the expectations of reasonable customers
- Ensure that communication from owners (including special offers etc.) is visible on tabs, so the Reservations team are aware
- Ensure that photography is up to date, good quality and loaded onto tabs
- Check website, affiliate site and any other descriptions of properties and update as required to ensure accuracy
- Liaise with homeowners and assist them in ensuring that they are compliant with all company and legal requirements
- Proactively make courtesy calls to homeowners taking an effective Account Management approach
- Review and prepare customer feedback to be shared with owners on a regular basis
- Prepare and send arrivals reports for relevant parties on a regular basis
- Provide support in issues arising between owners and guests to a satisfactory conclusion
- Identify ways in which the Welsh service can be constantly improved upon
- Provide support on projects throughout the year as and when required, eg Contract Renewal
- Provide support and manage property listings on affiliate websites.

## New Properties

- Work with the Property Recruitment Team to ensure smooth handover of property and owner from 'New' to 'Existing'.
- Be proactive in developing familiarity with new properties and owners.



## Quality Assurance

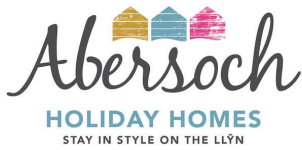
- Assist the Property Assessors in submitting timely, well-written reports to homeowners
- Provide feedback any quality issues which require follow up

## Marketing and Administration

- Assist to develop an engaging communications plan to execute with homeowners
- Carry out activity identified in the communications plan to ensure owners are kept up to date with the latest industry information, TOCC stories and Welsh Brand news
- Demonstrate familiarity with the website and homeowner log in area
- Actively promote TOCC owner benefits
- Assist in setting up and running homeowner events
- Attend other events, shows and participate in marketing, PR and promotional events as required
- Liaise with marketing teams to identify common trends occurring throughout the portfolio
- Identify shortages of specific property types to help Property Recruiters target portfolio needs

## Health and Safety

- Take the appropriate part in the implementation of Health and Safety policies and procedures
- Ensure all other relevant safety and trading regulations are complied with
- Ensure all health and safety and other relevant regulatory requirements are adequately communicated to the team
- Liaise with the HR Advisor where training needs are identified



## Team

- Show awareness of the needs of fellow team members and show them courtesy
- Communicate effectively with others in the team
- Work collaboratively with colleagues in order to meet the objectives of the business. Could include covering other roles within the office location as and when required.
- Support and assist the Reservations team as and when required.

## IT

- Take the appropriate part in supporting and coordinating the ICT function, including identifying needs and gaps to the General Manager
- Assist with any ICT projects, as required

## General

- The ability to speak Welsh is desirable for this post; Welsh and/or English speakers with a willingness to learn Welsh are equally welcome to apply
- Take the necessary action to ensure the correct implementation of the General Data

## Protection Regulations within area of remit

- In conjunction with the General Manager, manage/assist in any projects, as required
- Assist colleagues in day to day tasks where service demands are high
- Attend work with a clean and smart appearance, wearing the appropriate attire
- Undertake any other tasks that may be reasonably requested
- Implement the policies and procedures set out in the Employment Handbook



“It’s lovely to work for a company where you really feel valued and part of the family. Although we’re all dotted around the country, there’s a great feeling of closeness and support.”

Laura Brench

## Person Specification - Our perfect candidate...

### Key Skills

- Good communication
- Skills both written and verbally
- Excellent telephone skills and confidence in dealing with people both on phone and face to face.
- General IT skills and use of email, word & excel.
- Ability to organise and prioritise tasks effectively and efficiently.

### Desirable

- Experience of Customer Service / Customer Care
- Ability to work as a part of a team and focus individually.
- Ability to analyse property data
- The ability to speak Welsh is desirable for this post; Welsh and/or English speakers with a willingness to learn Welsh are equally welcome to apply



## 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”.

Full time 37.5 hours, permanent position to include Saturdays.

This position would suit an outgoing, positive individual, looking for a new challenge in an exciting, growing, family owned tourism business.

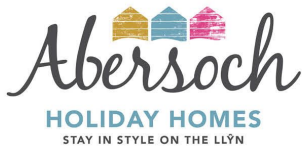
We welcome applications from candidates who can demonstrate they meet the essential criteria in the Person Specification, have a great attitude as well as good oral and written communication skills. A full driving licence is required.

The position is mainly based in our Abersoch Holiday Homes office, based in Abersoch but the successful candidate will be required to travel to other offices or properties from time to time across Wales.

Remuneration; Competitive salary and dependent on experience.

Benefits Package including discounted holidays across the UK, company pension scheme and 22 days holiday plus bank holidays.

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 email [jobs@walescottageholidays.co.uk](mailto:jobs@walescottageholidays.co.uk) and we will send you our application pack. The closing date is **31st January 2019**, but don't delay as we encourage early applications. We look forward to hearing from you soon.

### Office Address

Abersoch Holiday Homes, Stryd Fawr, Abersoch, Pwllheli, LL53 7DT

### Website

<https://www.abersochholidayhomes.co.uk/about-us/careers>