

The Landmark Trust

Job Description: Properties Assistant – South-West

Reporting to	Regional Property Manager – South-West
Staff reporting	None
Liaison with	Booking Office and Historic Estates Department Housekeepers
Hours	An average of 28 hours per week as below plus emergency contact out of normal hours and alternate weekend on call cover.
Location	South-West Region – home-based, with ability to travel
Requirements	Home office and own car

Summary of the role

This is primarily an administrative role, supporting the Regional Property Manager (RPM,) as well as undertaking occasional Housekeeping duties across the region. It involves ensuring that testing and servicing requirements are met as well as co-ordinating Housekeepers to ensure that Landmark's quality standards are maintained within the properties.

Duties and responsibilities

Quality Standards

- Arrange all Health and Safety testing schedules, liaising between testers and housekeepers to ensure access at the appointed time and complete the accompanying documentation correctly.
- Monitor H&S standards, implementing H&S procedures and raise issues with RPM.
- Provide information to the RPM that may affect the letting of the property.
- Conduct equipment audits and report any shortages to RPM. Undertake administrative work as required by the RPM

Team Co-ordination

- Arrange holiday cover for staff.
- Collect monthly meter readings.
- Liaising with staff and contractors via phone and email.
- Managing and conducting PAT Testing (as required) and organising routine servicing and testing in all buildings.
- Work with Housekeepers and Gardeners, ensuring that quality standards, good practice and timekeeping requirements are maintained and that operational queries are answered quickly and correctly.
- Resolve minor issues with staff members at the time where possible and raise observations with RPM as appropriate.

- Conduct induction and ongoing training for Housekeepers to ensure that they are familiar with all procedures and understand the standard and quality of work required.

Property Maintenance

- Conduct informal building checks at all buildings visited and raise any maintenance issues to the RPM promptly, giving a clear description of the problem and potential solutions where possible.
- Involvement as required with maintenance closures and the setting up of new buildings.

Presentation

- As directed by the RPM, working alongside Housekeepers to help to achieve the changeover and to demonstrate the standards expected.
- In liaison with your RPM ensure all properties are fully equipped, dealing with housekeeper requests for replacement equipment via the stores department internally and external providers.

Open Days

Involvement as required at building open days, working alongside colleagues either on the day and/ or prior to the event, implementing the plans drawn up in conjunction with the RPM and the Engagement team.

Attitudes and Behaviours

- The ability to work closely and harmoniously with the Regional Property Manager, Housekeepers and Gardeners in all respects.
- Positive approach in dealing with guests and guest issues.
- To undertake any other duties as may be reasonably required in the post.
- To appreciate, and work within, the organisation's culture and to conduct all activities in a manner which promotes and enhances the Landmark Trust's character and reputation.

Person Specification

Education

A good standard of education is required.

Experience

- An awareness of and enthusiasm for historic buildings.
- Meeting and maintaining housekeeping quality standards in the leisure, tourism or hospitality industry.
- A background in customer care.

Skills, Competencies and Behaviours

Skills

- Experienced with MS Office (Word and Excel)
- Awareness of health and safety requirements and obligations
- Financial and commercial awareness

Competencies

- A positive outlook
- Excellent communication skills
- Calm under pressure
- Sensitivity
- Diplomacy
- Organised and self motivated
- Attention to detail
- Flexible
- Ability to work on own initiative

Other:

- Full driving licence and own vehicle. Competent driver who is able to cope with motorway driving as well as remote, narrow, rough and often potholed access tracks.
- Confident about travelling to or staying in remote properties on one's own

As this position is home-based, you will need use of a home office.

You will need a flexible approach to your working hours including being on-call one weekend in two.

TERMS OF EMPLOYMENT

CONTRACT DURATION

This is a permanent part-time position.

LOCATION

This position will be home-based and you will need the use of a home office.

SALARY

£18,319 full-time equivalent per annum, paid monthly in arrears. This will be pro-rated depending on the proportion of full time hours that you work. Overtime is not payable unless pre-agreed.

WORKING HOURS

This is a part time role with annualised hours based on a full time working week of 35 hours. The percentage of the full time role will depend on the requirements of the region and will be pre-agreed with the Regional Property Manager. The average working hours for the south-west region is 28 hours per week. Monday and Friday working will always be required (at least 10am to 4pm) as well as other changeover and open days for special occasions as directed. Other days may also be designated as working days. You will be on-call for visitor queries one weekend in two as agreed with the RPM.

EXPENSES

Employees will be reimbursed for reasonable expenses incurred on behalf of the organisation.

HOLIDAYS

The holiday entitlement is 25 days per annum plus statutory holidays, increasing to 30 days per annum after 10 years' service. This will be pro-rated depending on the proportion of full time hours that you work.

SICK PAY

You will receive full basic pay during any sickness absence up to 20 days in any 12 month period. The Statutory Sick Pay will be included in this sick pay. This will be pro-rated depending on the proportion of full time hours that you work. Where absence exceeds seven consecutive calendar days and in certain other circumstances, a doctor's certificate will be required.

PENSION SCHEME

Provided you meet the requirements, you will be auto-enrolled into Landmark's pension scheme.

MEDICAL HEALTH

Private health insurance, currently with BUPA, can be provided when you have been with Landmark for a year. This will be pro-rated depending on the proportion of full time hours that you work.

NOTICE

The appointment is subject to satisfactory completion of an initial six month probationary period, though this period may be extended if more time is needed to assess suitability for employment (for new employees to Landmark only). During this period the post will be subject to a week's notice on either side. A minimum of one month's notice in writing on either side applies after the end of the probationary period.

HEALTH & SAFETY

All staff are expected to observe all health and safety at work regulations as set out by Landmark in accordance with statutory requirements.

CONTRACT

The successful applicant will be required to sign Landmark's Contract of Employment.

The purpose of this information is solely to help prospective employees to understand the details of Landmark's Conditions of Employment. It is not an offer of employment and does not form part of the Contract of Employment or the Job