**Job Description: Properties Assistant – Wales & Midlands**

|  |  |
| --- | --- |
| Reporting to | Regional Property Manager – Wales & Midlands |
| Staff reporting | None |
| Liaison with | Regional Property Manager (RPM). Surveyor, Housekeepers, Booking Office, Furnishings Dept.,  Accounts Dept., Reception and all Landmark Staff |
| Hours | 35 hours per week, plus on call cover every 3rd weekend. |
| Location | Herefordshire, home-based, with ability to travel throughout region |
| Requirements | Home office and own car |

# Summary of the role

This is a busy and varied position, combining administrative and hands-on duties as well as travel throughout the region making regular property visits as agreed by the Regional Property Manager (RPM.) You will be responsible for ensuring that the testing and servicing requirements are met. Co-ordinating Housekeepers, ensuring Landmark’s quality standards are maintained and occasionally undertaking Housekeeping duties. Flexibility within the role is important. Considered response to situations as they arise is key. Driving throughout the region will be required on a regular basis and staying overnight away from home approximately once a month.

# Duties and responsibilities

## Quality Standards

* Arrange all Health and Safety testing schedules, liaising between testers/ contractors 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 property meter readings.
* Liaising with staff and contractors via phone and email.
* Managing and conducting PAT Testing (as required, training given) 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 recruitment, induction and ongoing training for Housekeepers to ensure that they are familiar with all procedures and understand the standard and quality of work required.
* Readiness to communicate with Housekeepers by phone, email, text, What’s App.

## Property Maintenance

* Conduct informal building checks at all buildings visited and raise any maintenance issues to the RPM and Surveyor 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 needed and directed by the RPM, provide practical help and support 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 internal stores department 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, Surveyor, 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.
* Willingness to learn new systems and procedures.
* To be able to work independently and take initiative when necessary.
* 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)
* Wiling to learn internal operating systems, Salesforce/ SharePoint (training given.)
* Awareness of health and safety requirements and obligations
* Financial and commercial awareness

## Competencies

* A positive outlook and sense of humour
* Excellent communication skills
* Calm under pressure
* Sensitivity and 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 and rural access tracks.
* Confident about travelling to or staying in remote properties on one’s own.
* Occasional overnight stays.

As this position is home-based, you will need use of a home office. (Equipment provided by Landmark)

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 full-time position.

**LOCATION**

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

### SALARY

£20,200 per annum, paid monthly in arrears. Overtime is not payable unless pre-agreed.

### WORKING HOURS

This is a full time role, working Monday to Friday, 35 hours a week. You will be required to be on-call for visitor queries every other weekend 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 prorated 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