LATITUDE 50

Property Manager

Location: Rock, Cornwall

Salary: £22,000 to £25,000 dependent on experience

Hours: 37.5 hours per week, 9am to 5pm, Tuesday to Saturday.

Out of hours emergency cover will be required on a rota basis. As the role is seasonal in nature, paid overtime may be required during busy periods

Holiday: 25 days plus bank holidays (there may be a requirement to work bank holidays but you will receive time off in lieu for the days worked)

Job type: Full-time, permanent

With a growing portfolio of self-catering properties, we are looking for a dynamic and energetic Property Manager to join our friendly team based in Rock, Cornwall. You will be working in one of the most beautiful areas of Cornwall and you will have key responsibilities for a portfolio of stunning coastal properties. You will be based in our brand new, purpose-built offices. We are looking for candidates who are as passionate about North Cornwall as they are for delivering exceptional customer service.

The primary role of a Latitude50 Property Manager is to manage properties for our existing owners and to ensure that everything is in order for our guests. We pride ourselves on providing quality houses combined with a high level of customer service, so as a Property Manager you will be at the heart of the business, ensuring that we always meet and, where possible, exceed expectations.

This role is varied and hands on, covering everything from the coordination and supervision of weekly housekeeping and changeovers, checking each property is guest-ready; meeting and greeting guests at our luxury properties, coordinating routine maintenance, putting our owners into contact with the key health and safety professionals so that they can ensure that their properties are fully compliant as well as undertaking property administration and the ordering of supplies and suppliers.

You will be working as part of a dedicated Property Management team and you will be able to make a significant contribution to the operational success of Latitude50.

The role will involve:

- Liaising and meeting with owners regarding the quality and standards of the property from the initial pre-contract inspection through to annual reviews
  You will therefore work with colleagues in sales and marketing to monitor the booking and repeat booking performance and guests' feedback, advising owners on the best direction for their properties and, where necessary, instigating an annual property improvement programme

High Field Business Park, Rock, Wadebridge, Cornwall, PL27 6FE
+44 (0)1208 869 090 holidays@latitude50.co.uk www.latitude50.co.uk

Registered in England VAT Number: 942198017

- Sourcing and coordinating a range of suppliers such as cleaners, housekeepers, gardeners, and service engineers. This will include the production a weekly housekeeping rota
- Liaising with guests to ensure that they have everything they need for their stay
- Carrying out meet and greets with guests staying in our luxury properties. This involves showing guests how to operate hot tubs, swimming pool covers and other technology
- Overseeing property changeovers including sign off before guests' arrival as well as out of season weekly security checks of the properties
- Facilitating prompt repairs, where necessary, by competent persons of appliances, heating or Wi-Fi, for example, for guests and owners
- Coordinating repair and maintenance work on behalf of property owners, including joinery, decorating, plumbing, heating and electrical works
- Responding promptly to guests and owners' queries and/or issues and quickly resolving any problems. Handling and promptly resolving customer issues and complaints
- Working with property owners to signpost them to competent professionals who can advise them on health and safety compliance
- Working with the property management side of our booking system
- Developing procedures and systems to increase productivity and service outcomes
- Involvement with the property accounting function, for example, ensuring the timely and accurate submission of housekeeping hours to payroll
- You will be a key point of contact for the wider team for all areas of property management
- Assisting with the damage deposit withhold process
- Being the point of contact for out of hours emergency issues on a rota basis

Skills & qualities required:

- Previous property management or customer service experience within the hospitality sector
- You will have strong communication skills to enable you to coordinate with different parties to ensure positives outcomes
- You will also have a natural empathetic flair as you need to understand and respond to situations rapidly and ensure our levels of customer service are the very highest level

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- Highly organized and methodical with excellent time management skills. An ability to prioritise workloads and work to strict deadlines is essential in order to ensure minimal disruption to guests
- The right candidate must be professional with a calm, positive and proactive attitude
- Strong communication skills are essential, both written and verbal. An excellent telephone manner to communicate with all levels of stakeholders
- Highly computer literate. Experience with Excel, Word and Outlook essential. Experience with a holiday booking system desirable
- Good attention to detail in order to ensure our levels of customer care are met
- The ability to build a rapport with owners and guests and build long-term relationships
- Willing to provide a hands-on approach in all situations, working well under pressure
- A full clean driver's license and vehicle is required as the role will involve travel to and from our properties
- Flexible as there may be a requirement to undertake paid overtime during the busiest, peak holiday periods

Desirable

- You will have a good understanding of technology in order to assist guests and owners with heating systems, TVs, Wi-Fi etc.

To apply

Please email recruitment@latitude50.co.uk with your CV and covering letter detailing your reasons for applying and why you feel you a suitable candidate for the role.

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