

Property Management Coordinator

It's an exciting time to be a part of Norfolk Holiday Properties, we've seen tremendous growth over the past two years with our property portfolio more than doubling (and many more in the pipeline!).

As a result, we're looking for an enthusiastic and motivated individual with a real drive and determination to grow with us and take on the role of **Property Management Coordinator** as one of our founding team members.

We're a holiday home agency based in the fine city of Norwich. Our goal is to provide an attentive, flexible and above all, a refreshingly friendly approach to property management. As a result, many of our property owners have trusted us to care for their homes for many years.

We have big plans and so you'll have the chance to take on a range of roles working with us with plenty of opportunities for your role to evolve further as we continue to expand.

So, what's involved?

- You'll help facilitate the smooth day to day management of our properties and ensure homeowner satisfaction.
- Communicate proactively with owners and visit properties in person to carry out checks.
- Arrange both responsive repairs and proactive property maintenance jobs.
- Resolve on site issues during guest stays. Common examples are guest queries regarding central heating controls, TV settings, tripped fuses or perhaps someone has just locked themselves out!
- Build and maintain relationships with external companies vital to the delivery of our services such as cleaning and maintenance.
- Keep property descriptions and information on our website listings up to date.
- Last but certainly not least, you'll have fun as part of our young and energetic team!

Our ideal team member...

There are a few skills and experiences we have in mind for this role, but more than anything, we are looking for a team player who puts their heart into their work and is excited by the prospect of being part of a growing company.

- Organisation skills! You're the kind of person who likes to keep your inbox flagged, starred, and filed to perfection.
- Has a keen eye for detail. Show us you spotted this and mention your favourite place in Norfolk in your application!
- You must be versatile and flexible. You'll need to be prepared to jump into a range of tasks with both feet whenever needed. Always expect the unexpected!
- A full driving license and own vehicle is essential. Mileage is paid.
- Bonus points if you have knowledge of the local area and the tourism industry in Norfolk.

A little more about us...

We're a friendly bunch, full of ambition and determination. We pride ourselves on our professionalism but also believe having fun in the workplace is an essential part of any career. Our culture is massively collaborative, and so you'll be a key part of our team, tackling issues together with a calm head.

We recently moved into our new brand-new premises in Norwich, which will be your main place of work. Look out for us on Ber Street, next to the John Lewis carpark entrance.

Here's what's in it for you!

- £19,000 - £22,000 salary per annum dependent on experience.
- 22 days holiday per year, plus statutory bank holiday days (+ your birthday!).
- Contributory pension scheme.
- Training and opportunities for progression and development.
- We're young and still working out the best ways to reward our people. We're shaping this as we grow and will value the input from our founding team members.

We're hiring!



Your working pattern will be 37.5 hours per week including Saturdays 10am – 4pm. You will also assist the team with the on-call cover rota.

Application

Excited? If you have always wanted to join a young and fast expanding company as a founding member then we want to meet you! Come and be a part of shaping our future.

To apply, send your CV and covering letter to sascha@norfolkholidayproperties.co.uk outlining why you are right for the position. If you'd like to chat about the role, please don't hesitate to contact us.

We can't wait to hear from you.