



JOB DESCRIPTION

Hospitality Account Management Internship

About us

UnderTheDoormat meets the growing demand for managed accommodation in the sharing economy. We provide guests with the comfort of a home and professional service of a hotel and offer homeowners a hassle-free way to earn extra income while they are away.

In the two years since we began we have proven our concept, grown the business and put in place the foundations to scale up in London. We are looking for bright and ambitious people to help continue to grow the business first in this city and then internationally.

About the role

6 month fixed term contract

Full-time hours

Salary: National Minimum Wage

The Hospitality Account Management intern will play an important role in our Homeowner team. We are looking for a super organised and enthusiastic person with a thirst to learn and grow as the company does. The role is ideal for anyone with an ambition to work in the hospitality industry.

The key responsibilities are:

- Administration and upkeep of our CRM system
- Supporting daily communication with Homeowners
- Supporting daily upkeep of booking and availability system
- Liaising with the Marketing department to promote new homes
- Overall organisation and upkeep of the maintenance reports
- Development of a directory of property service suppliers
- Ensuring standard processes are in place to resolve maintenance issues to the satisfaction of homeowners and guests in line with the UTD service offering
- Seeking opportunities to grow the UTD portfolio through promoting the company across the London property management sector

As a young company, you will have the freedom to drive continuous improvements in how we operate – and we genuinely want you to drive improvements and own your function, not just take direction. The role will suit an individual who is independent and resourceful.

We are a small and highly focused team; we all work together on a daily basis and support each other when our team members are away. In this role you will need to be happy to work out of hours occasionally - occasional weekend work and flexible hours are required to meet customer needs.

You must enjoy interacting with customers and partners, demonstrate excellent attention to detail, and be able to multi-task. You will often be the face (digitally, written, and very often in person) of UnderTheDoormat and must be comfortable and confident in this role.

We need a practical, hands-on, brilliant person who wants to dive in, make an impact on our businesses, and establish a career for themselves in a startup environment. It's not so much about where you've worked before; we're interested in what you have built and contributed to the team you were part of. It's not necessarily the subject you studied at university that will make you stand out, it's more about your desire to build something new and succeed in an exciting



partnership.

About you:

- Experience within travel and hospitality or the property and real estate businesses and a good understanding for its various moving parts and its decision makers' motivations
- Min of 1 year's prior experience in hospitality related studies or work
- Multi-task with excellent organisational skills.
- Comfortable with systems, technology and behaviours to successfully manage issue resolutions.
- Effective internal and external communicator with strong interpersonal skills.
- Comfort with a fast-paced environment. Startup experience a plus.
- Ability to flourish with minimal guidance, be proactive, and handle uncertainty and ambiguity.
- Can do attitude, strategic thinker and passion for new products and solutions.
- Familiar with London and its different areas