



Homeowner Orientation Team (HOT)

About us

UnderTheDoormat Group is an award-winning prop-tech company, and our London home accommodation business is one of the leading companies in our sector. We help property owners, portfolio owners and property companies generate higher income through the short term rental industry as well as providing hotel-quality stays for our guests in the comfort of a home.

This is an opportunity to join an exciting, technology-led business with a high energy team who work closely on delivering an excellent customer experience. You will have the chance to learn new skills and make an impact on the company.

We are looking for bright and ambitious people to help continue to grow the business.

About the role

The Homeowner Orientation Team (HOT) play a leading role in our UnderTheDoormat London Team. Our team operates short term rentals on behalf of property owners and delivers 5-star guest stays in over 300 homes across the city, including our flagship aparthotel, 3 Sloane Gardens. HOTs play a key role in managing the onboarding of a new home which includes a detailed blueprint alongside professional photography provided by our partners. You will be one of the first people our homeowners meet and have an important role in making them feel welcome and making them feel like their property is being managed in the best possible way. Most of our homes are onboarded during work/school hours, and we have a flexible team of people to enable us to onboard multiple homes in one day. First impressions are lasting impressions, so we value our Homeowner Orientation Team very highly.

You must be comfortable travelling across London and visiting sites and it is important we adhere to government standards such as PPE and personal hygiene measures.

Responsibilities

- Home onboarding and blueprinting
- Photography staging and supervision
- Key management
- Guest guide editing with information about the home
- Property description content writer

About You

Applicants should be adaptable, flexible and proactive in developing their own skills and capabilities. We celebrate leaders at every level of the business who demonstrate independence in their work while contributing to the culture and broader environment of the UnderTheDoormat team. You will primarily be working in the field or from home, but will need the ability to collect items from the UnderTheDoormat office in Wandsworth.



You should love the idea of supporting a team while also being able to work independently. As a small business you will also have a key role to play as a team member in helping us to ensure that our homeowners and guests have a positive and seamless experience. 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 of UnderTheDoormat and must be comfortable and confident in this role.

About the Team

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 – morning and evening events, sometimes flexible hours. This role is open to applicants looking for a part-time role.

Rates

- 1 bed: £45
- 2 bed: £55
- 3 bed: £65
- 4 bed: £75
- 5 bed plus: £90

An estimate of 1-2 hours to write up, included in the above rates, as is transport. £5 extra is paid for jobs accepted with <24 hours' notice.

If you are interested in finding out more, please get in touch with us at team@underthedoormat.com.