



Partner Sales & Success – UnderTheDoormat Managed

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, be involved in significant projects and make an impact on many different areas of the company.

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

About the role

Partner Sales and Success will play a lead role in our UnderTheDoormat Managed Team and will be instrumental in our growth plans. The UnderTheDoormat Managed Team operates short term rentals on behalf of property owners and delivers 5* guest stays in over 300 homes across the city, including our flagship aparthotel, 3 Sloane Gardens.

Partner Sales and Success will play a key role in signing new property owners and ensuring their homes are onboarded seamlessly, always maintained to the highest standard, and that any communication with property owners is handled proactively and professionally. The role would best suit someone who has experience in managing properties or other fields where they have had responsibility for the readiness of a key product.

Responsibilities:

Specialist Skill Sets and Responsibilities

- **Lead conversion** – Converting leads that have come through the business development funnel to grow the UnderTheDoormat Managed portfolio.



- **Home onboarding process** – Coordinating the onboarding of our homes in partnership with our Homeowner Onboarding Team and professional photographers.
- **Relationship management** – Maintaining and building long term strategic, mutually beneficial relationships with our property owners and proactively finding opportunities to drive value for them by identifying problems, offering creative solutions and leveraging partnerships.
- **Driving availability and occupancy** – Working closely with our existing and new property owners to maximise occupancy of the UnderTheDoormat portfolio through opening up as much availability as possible.

General Capabilities

- **Continuous improvement** – Proactively identify improvements beneficial to our processes and the UnderTheDoormat Team and be part of the delivery of any initiatives implemented.
- **Customer data excellence** – Understand our data deeply, be able to report on trends and related solutions and maintain our data accurately on all our systems.
- **Personal development** – Participate in any personal development and training that is identified to help you carry out your role more effectively, as well as delivering any team training within your areas of expertise as and when required.
- **Values and Behaviours** – Uphold, safeguard and promote our values and behaviours at all times.
- **Policies and procedures** – Have good working knowledge of our policies and procedures and ensure yourself and your team work within them at all times.
- **Legal and regulatory** – Maintain records in line with current legislation, in particular GDPR, AML and Health and Safety.

What we are looking for

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 take the lead, not just take direction.

Applicants should be adaptable, flexible and proactive in developing their own skills and capabilities.

You should love the idea of supporting a team while also being able to work independently. As a scale-up business you will also have a key role to play as a team member in helping us ensure all our customers 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 (digitally, written, and in person) of the company and must be comfortable and confident in this role.

Specifically;

- Someone who has had experience in converting marketing qualified leads into partners
- Someone who has experience in managing properties or other fields where they have had responsibility for the readiness of a key product
- Someone who thrives under pressure and with constantly changing dynamics
- A people person who thrives on working with others and loves building personal connections that drive growth
- Someone who is organised and detail orientated
- Someone who has strong written, verbal and interpersonal skills who's energetic and focused
- Someone who has a strong desire to expand and acquire new skills

What we offer

- Discretionary bonus scheme
- Flexible and remote working options (including sabbaticals)
- 25 days holiday plus the flexibility to buy or sell 5 days
- An exciting and fast-paced environment with lots of development and growth opportunities
- Friendly team and regular socials together
- Support from a mentor on how to grow your future career
- Informal ongoing development and training on key business skills, such as project management
- Cycle to Work Scheme
- Discounts for you and your family and friends on our homes
- Rewards for introducing new customers and team members

Our business is going places and we want you to as well. If you're interested in playing a key role in our team, please get in touch at team@underthedoormat.com