



# Partner Success Manager

## 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

The Partner Success Manager will play a leading role in our B2B SaaS business arm, Hospiria, and will be instrumental in our growth plans. Hospiria drives superior income and occupancy for our partners by marketing their properties across an exclusive combination of more than 40 platforms. We partner with property companies and managers who can provide quality hospitality, but not distribution and offer a B2B SaaS solution that gives them a ready-made platform so they can focus on hosting their guests. We are looking for a genuine self-starter who has the ability, potential, and a thirst to learn and grow as the company does. The role would best suit somebody who has experience in travel, marketing, and e-commerce.

## Responsibilities

- **Partner outreach and sales** – Identifying potential leads, contacting them, converting them and onboarding them. This will extend to Sales and Marketing activities (e.g. mail-outs followed by sales calls)
- **Partner account support** – Being the lead and/or supporting contact for Hospiria Partners, pro-actively engaging and building strong relationships with them to maximise their experience of Hospiria. This will include curating the Hospiria Community and Knowledge Base.
- **Platform listing and optimisation** – creating, editing, optimising, and constantly reviewing Hospiria Partner listing quality and range to ensure their potential to sell is maximised
- **Revenue management** – using the suite of Hospiria tools to revenue manage Hospiria's portfolio on an ongoing basis, reviewing prices, recommending and executing adaptations
- **Partner success** – obsessing about the success of Hospiria partners, commercially, operationally, in guest relations, and any other areas needed to ensure their relationship with Hospiria is successful
- **Continuous improvement** – Proactively identify improvements beneficial to the company 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

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 small business you will also have a key role to play as a team member in helping us to ensure that 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.

### What we are looking for

- Someone who is instinctively commercially minded, able to generate success in winning clients and in winning sales for clients
- Someone who is empathetic, able to see and anticipate partners' points of view, to engage with them and positively manage them
- Someone with strong analytical and people skills. You will need to combine the ability to source, create and understand performance data and translate that into understanding for partners
- 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 oriented
- 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

- An exciting and fast-paced environment with lots of development and growth opportunities
- Friendly team and regular socials together
- Informal ongoing development and training on key business skills, such as project management
- 25 days holiday plus the flexibility to buy or sell 5 days more
- Flexible and remote working options (including sabbaticals)
- Discretionary bonus scheme
- Enterprise Management Incentive (EMI) tax-advantaged share option scheme
- 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](mailto:team@underthedoormat.com).