

JOB DESCRIPTION

Portfolio Executive

About us

UnderTheDoormat meets the growing demand for premium short-stays 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. 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 Portfolio Executive will play a key role in ensuring that UnderTheDoormat's homes are onboarded seamlessly, always maintained to the highest standard, and that any communication with homeowners about property management will be handled proactively. The role would best suit somebody who has experience in managing properties or other fields where they had responsibility for the readiness of a key product. As in all of our roles we are looking for a genuine self-starter who has ability, potential, and a thirst to grow as the company does.

Responsibilities

- Home Onboarding Process – coordinating the onboarding of our homes in partnership with our Homeowner Onboarding Team and professional photographers
- Pro-actively managing the HSSE and quality standard requirements for our homes
- Coordinating maintenance for homes in partnership with our operations team
- Managing communication with homeowners about areas relating to property management and maintenance

In addition you will play an important supporting role to the Homeowner Account Team in communicating with homeowners about any other elements of their relationship with UnderTheDoormat.

About You

As part of the role you will be working in a number of systems such as our CRM system. If you are well organised, take pride in your attention to detail and are comfortable with simple technology systems then this role could be ideal for you.

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. 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 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 (digitally, written, and sometimes in person) 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 may need to be happy to work out of hours occasionally if an important situation related to a property arises.

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