

# under the doormat Portfolio Executive

## 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 Portfolio Executive will play a leading role in our UnderTheDoormat London Team, ensuring our homes are onboarded seamlessly, always maintained to the highest standard and that any communication with homeowners about property management is handled proactively. The UnderTheDoormat London 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. The role would best suit someone who has experience in managing properties or other fields where they had responsibility for the readiness of a key product. We are looking for a genuine self-starter who has the ability, potential, and a thirst to learn and grow as the company does.

## Responsibilities:

- **Home onboarding** – Co-ordinating the onboarding of our homes in partnership with our Homeowner Onboarding Team and professional photographers
- **Health and safety** – Pro-actively managing the HSSE and quality standard requirements for our homes
- **Maintenance** – Co-ordinating maintenance for homes in partnership with our Operations Team
- **Communication** – Managing communication with homeowners about areas relating to property management and maintenance
- **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, 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 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 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.

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 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 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

- 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
- Flexible and remote working options (including sabbaticals)
- Discretionary bonus 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)