



The Lightbulb, 1.15, 1 Filament Walk, Wandsworth, London SW18 4GQ
+44 (0) 207 952 1650 | hello@underthedoormat.com

Live-In Serviced Apartment Manager – Sloane Square

About Us

UnderTheDoormat meets the growing demand for fully managed short-term rentals and serviced apartments. We provide guests with the comfort of a home and professional service of a hotel.

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, take an entrepreneurial role in managing the serviced apartments and be the face of the company, managing a flagship property next to Sloane Square.

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.

Job Description

We are looking for a skilled and charismatic **Serviced Apartment Manager** for 3 Sloane Gardens Boutique Apart-Hotel. This is a live-in opportunity, close to Sloane Square, with accommodation provided as part of the salary package.

We need a highly motivated, self-starter who can work to achieve targets independently and who already has building and guest management experience.

The successful candidate will be responsible for the entire management of the building comprising of 10 apartments. The building has been recently refurbished, and we expect the upmost care to be taken to maintain its presentation, whilst maximising the guest experience potential. The successful candidate will also be required to work as part of the team to deliver the overall results.

The role will be 40 hours per week, excluding call-outs. Normal working hours will be 09:00-18:00 with 1 hour for lunch. You would be required to be available 24 hours per day in the event of an emergency. You may be required to work flexible hours due to the on-call nature of the role. You will be expected to manage the cover staff for any time off, together with the central team. Any out of hours callouts are to be claimed back as time in lieu.

There are three aspects to the role:

I. Guest Management

The role requires the complete management of all guest activity prior, during and post stay. Including but not limited to:

- Meet and greets for all guest check-ins and guest check-outs
- Detailed photo inventories of the properties
- Ensuring high cleaning standards are being met
- Linen and laundry management
- Reservation management including guest payments, security deposits and identification verification to prevent fraudulent activity
- Ensuring guest reviews on the platforms are responded to and a 5-star rating is maintained

- Guest amenities, including welcome packs, are readily available, organised and well-managed

2. Block/Building Management

The role will require organising and managing regular maintenance and facilities management with our suppliers. Particularly reactive to wear and tear as well as ensuring that all planned preventative maintenance and legal requirements are met. This includes, but is not limited to:

Health and Safety

- Ensuring the building is fully compliant with UK Government Laws and Regulations
- Completing quarterly health and safety risk assessments
- Fire alarms are in place and tested
- Security is effectively managed including key management and alarms tested
- First aid items are in place and you are trained in basic first aid

Facilities management and maintenance

Our homes are of the highest quality and always stand out. The contents of each home should be in pristine condition to ensure ultimate guest satisfaction.

The successful candidate will be able to solve minor maintenance fixes with ease. You will also work with our suppliers to oversee and deliver proactive planned preventative maintenance to ensure we retain the building and assets to a high standard. For example:

- Basic core facilities management including plumbing and electrical first level response and general maintenance
- Ensuring any major mechanical items such as heating or elevators are well maintained by our Building Maintenance contractor
- Troubleshooting guest amenities such as kitchen appliances, audio-visual and Wi-Fi
- Ensuring everything is in good working order for an optimal guest experience

Presentation and Cleaning

- Ensuring that all homes always match our photos and descriptions
- Responsible for overall management and adherence to high cleaning standards. Including but not limited to, windows, rooms, common areas, walls, fittings and fixtures, dusting, carpets (including steam cleaning), stain removal, and operational aspects such as drains etc.
- Ensuring contractors, suppliers and maids are well managed to guarantee our guests standards and expectations are met.

3. Financial management,

You will be working alongside the Operations Manager to ensure that the building is run profitably and sustainably. There will be monthly meetings to review performance and bi-annual reviews with targets and bonus structure in place. This includes, but is not limited to, working through monthly targets, consisting of:

- Maintaining costs within the budget through good maintenance and housekeeping
- Ensuring inventories, welcome packs, linens are well managed and stock takes are completed regularly to reduce wastage



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- Growing the top-line through impeccable guest experience, reviews, referrals, and input into enquiry, reservation, review and pricing management

What we are looking for

- Someone who thrives under pressure 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, detail oriented and well presented
- Someone who has strong written, verbal and interpersonal skills who is energetic and focused
- Someone who has a strong desire to expand and acquire new skills

What we offer

- A one-bedroom flat with basic furniture for your personal use
- Competitive overall package worth £45,000 (Salary starting at £24,000 and accommodation worth £21,000)
- An exciting and fast-paced environment
- Friendly team and quarterly socials together
- Informal ongoing development and training on other key business skills
- Eligibility to be part of the company bonus scheme after passing probation

We are looking for someone to join the team for 5 years to ensure we can cover any onboarding and training costs as well as maximising the potential of the building for the duration of the current contract.

If you are interested in the role, please get in touch, and send through your CV. ATTN: Hannah Davies or James Brown at team@underthedoormat.com.