



JOB DESCRIPTION

Business Development Manager

About us

UnderTheDoormat meets the growing demand for managed accommodation 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.

In the two years since we began we have proven our concept, grown the business and put in place the foundations to scale up in London. We are looking for bright and ambitious people to help continue to grow the business first in this city and then internationally.

About the role

The Business Development Manager will play a key role in our London team. We are looking for a genuine self-starter who has ability, potential, and a thirst to learn and grow as the company does. Previous experience of some of the core capabilities is crucial, but you don't have to have done it all before to be the right person.

The BD Manager would have a crucial role to play in:

- Managing the implementation of the Business development strategy and helping to shape its future direction.
- Setting priorities within the strategy to ensure the successful delivery of the targets/goals for homeowner acquisition.
- Delivering yourself and through your ambassadors and partnerships, the new homeowner pipeline required to support the business strategy.
- Identify partnership opportunities, forge and develop relationships to enable the rapid growth of new homeowners
- Build, manage and track a sales pipeline of potential new homeowners through Zoho (our CRM system).
- Lead all aspects of communication and contract negotiations, including prioritisation of partners, within the company's commercial frameworks.
- Identify and track opportunities in the market for development of future products or services.
- Handing over new homeowner relationships and management of the roll out of the service to our Homeowner community manager with the right partnership mindset already established in the new homeowners.

Some of the pure marketing collateral will be developed by our Content Marketing Specialist who you will work closely with. However, you will need to be comfortable writing and independently creating communications tailored to your target segment groups to build the pipeline of partnerships and new homeowners.

Experience we would particularly value:

- Sales pipeline management and successful customer conversion experience
- B2B Partnership development and growth
- Using data and analytics for decision-making

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 own your function, not just take direction. The role will suit an individual who is independent and happy to spend the majority of their time in the field at appointments.



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 will need to be happy to work out of hours occasionally - occasional weekend work and flexible hours are required to meet customer needs.

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 very often in person) of UnderTheDoormat and must be comfortable and confident in this role.

We need a practical, hands-on, brilliant person who wants to dive in, make an impact on our businesses, and establish a career for themselves in a startup environment. It's not so much about where you've worked before; we're interested in what you have built and contributed to the team you were part of. It's not necessarily the subject you studied at university that will make you stand out, it's more about your desire to build something new and succeed in an exciting partnership.

About you:

- Min of 2 years prior experience in a Partnership development and Sales role performing against defined quotas and targets.
- Experience within travel and hospitality or the property and real estate businesses and a solid understanding for its various moving parts and its decision makers' motivations
- Proven track record of effectively negotiating with customers both large and small and developing business relationships that impact company performance.
- Multi-task with excellent organisational skills.
- Comfortable with systems, technology and behaviours to successfully track and drive sales.
- Effective internal and external communicator with strong interpersonal skills.
- Comfort with a fast-paced environment. Startup experience a plus.
- Ability to flourish with minimal guidance, be proactive, and handle uncertainty and ambiguity.
- Can do attitude, strategic thinker and passion for new products and solutions.
- Familiar with London and its different areas

Special Challenges

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- Ability to recruit, develop and get results from a team of freelance ambassadors.
- Credibly speak to property managers and developers and help them understand the value of change
- Effectively work in the field in a virtual environment for large parts of the week.

Key Competencies required:

We have a customer Mind-set in everything we do and want to have a culture within the team that rewards the following behaviors:

- Outcomes Focused
 - Relish Accountability
 - Set aspirational targets and strive to deliver them
- Data Driven
 - Use quantitative and qualitative data to make intelligent, informed decisions
 - Use data to hold yourself accountable for results



- Curiosity
 - o Look outside of the industry for new ideas to support the growth of your function
 - o Leverage best practice and test ideas that have worked successfully for others rather than reinventing the wheel every time
- Resourcefulness
 - o Take initiative and solve the problem despite the constraints
 - o Understand that good enough is better than perfect but unimplemented
- Resilience
 - o Don't let failure get you down, success is largely a function of sticking it out, and continuing to stay positive
- Sense of Urgency
 - o Make the extra call, send the extra email, otherwise your competitors will
 - o Don't be afraid of challenging the status quo
 - o Stretch the rest of the team

Salary: Competitive with commission structure