

JOB DESCRIPTION

Homeowner Orientation Team (Flexible)

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.

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 Homeowner Orientation Team play a key role in managing the onboarding of a new home: the detailed blueprint of a home alongside the professional photography provided by one of our partners. You will be one of the first people our homeowners meet and have an important role in making them feel welcome and making them feel like their property is being managed in the best possible way.

Most of our homes are onboarded during work/school hours, and we have a flexible team of people to enable us to onboard multiple homes in one day.

First impressions are lasting impressions so we value our Orientation Team very highly.

The Homeowner Orientation Team has **responsibility** for:

- Home Onboarding and Blueprinting
- Photography Staging and Supervision
- Keys Management
- Guest Guide Editing with information about the home
- Property Description Content Writer

The rates for this role are directly related to the size of the property and as follows:

- 1 bed: £45
- 2 bed: £55
- 3 bed: £65
- 4 bed : £75
- 5 bed + £90

An estimate of 1-2 hours to write up at home, included in the above rates, as is transport. £5 extra is paid for jobs accepted with <24 hours notice.

About you

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 will primarily be working in the field or from home, but will need the ability to collect items from the UnderTheDoormat office in Wandsworth.

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 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 will need to be happy to work out of hours occasionally – morning and evening events, sometimes flexible hours.

This role is open to applicants looking for a part-time role or a full-time position.

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