



Guest Experience Manager

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 have been recognized by Skift as one of the top companies globally shaping the future of short-term rentals. 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 UnderTheDoormat Group.

About the role

The Guest Experience Manager will play a leading role in our UnderTheDoormat Managed Team and will be instrumental in our growth plans. The UnderTheDoormat Managed Team manages short term rentals on behalf of property owners and delivers 5* guest stays in over 300 properties across London, including our flagship aparthotel, 3 Sloane Gardens. The Guest Experience Manager will lead the team and be responsible for ensuring our properties are ready to the highest standard, from their very first guests to their last, and that they are always in impeccable condition for a returning property owner. We are looking for a genuine self-starter who has the ability, potential, and a thirst to learn and grow as the company does. The role would best suit someone with a minimum of 5 years' experience in guest experience and operations management, ideally within leisure and hospitality.

Specialist Skill Sets and Responsibilities

- **Consistently delivering 5-star service** – Delivering consistently high levels of customer service in the maintenance and preparation of our homes. Including managing multiple customer facing communication channels via phone, email, live chat, SMS etc.
- **Delivering guest facing operational requirements** – Leading the team to deliver end-to-end logistical operations such as cleaning and linen partnerships and scheduling, check-ins/outs and the management of property service suppliers.
- **Maintenance resolution and management** – Leading the team to ensure the maintenance and upkeep of the London portfolio of homes is managed to high standards and resolving maintenance issues to the satisfaction of property owners and guests, in a timely and professional manner. Capable of supervising challenging situations and being involved in account management with property owners.
- **Operational partner relationship management** – Responsible for building effective relationships with our core operations partners such as cleaning and linen companies, check-in and maintenance team, including being responsible for the day-to-day management and growing of the team.



- **Onboarding new homes** – Accountable for ensuring the Guest Experience Team is working closely with the Property Owner Team with the onboarding of new homes, from scheduling blueprints, to health and safety standards, to preparing property owners for their first booking.
- **Guest experience** – Supporting the UnderTheDoormat London team to ensure a 5* guest experience such as responding to guests, managing the booking process including enquiry management, guest stay support and guest communications.

General Capabilities

- **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 deeply, be able to report on trends and related solutions and own the quality of data in our systems for your area.
- **Personal development** – Lead your own personal development and training 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.
- **Travel** – You must be comfortable with travelling across London, visiting sites. It is your responsibility to ensure that all guests and properties are well maintained and serviced (including essential stays). Many days will be working on site as we operate a 7-day business, and it is important we adhere to government standards such as PPE and personal hygiene measures.

What we are looking for

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 scale-up 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 with at least 5 years' experience in guest experience and operations management, ideally within leisure and hospitality.
- 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

- Enterprise Management Incentive (EMI) tax-advantaged share option scheme
- Discretionary bonus scheme
- Flexible and remote working options (including sabbaticals)
- 25 days holiday plus the flexibility to buy or sell 5 days
- An exciting and fast-paced environment with lots of development and growth opportunities
- Friendly team and regular socials together
- Support from a mentor on how to grow your future career
- Informal ongoing development and training on key business skills, such as project management
- Cycle to Work Scheme
- Discounts for you and your family and friends on our properties
- 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