

Office Manager/PA (Part-Time)

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. We do this through our 3 solutions that span the whole value chain:

1. UnderTheDoormat Managed (est. 2014) – Quality, professionally managed short-term rental platform (the distributed hotel).
2. Hospiria SaaS Technology (est. 2019) – Integrated property management software + service (the shopify of accommodation).
3. TrustedStays Platform (est. 2020) – Quality, accredited accommodation, connecting business travel and the short-term rental industry for the first time.

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 Office Manager/PA will play a key role in our head office team, responsible for managing an efficient and smooth-running office with limited downtime and maximum team optimisation. You will report to the Head of Corporate Functions but will also work closely with the CEO in an PA capacity. 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 who has 3+ years' experience in administration, PA or EA type roles or someone who is looking for a change in career with a business background.

Specialist Skill Sets and Responsibilities

- **Manage an organised, safe & secure office that is efficiently run and supports team productivity and engagement** – establish and monitor office policies and processes, maintain and optimise technology, office equipment and furniture, provide general administrative duties such as filing.
- **Provide key administrative and business support to the CEO** – diary management, correspondence, travel booking, expenses, agenda and minutes and document optimisation.
- **Provide people administrative support to the Head of Corporate Functions** – recruitment campaign administration, technology onboarding/offboarding for team members and other administration associated with regular HR processes.

- **Co-ordinate and schedule company-wide team meetings** – maintain the schedule and forward agenda, collate papers, take minutes and track actions on company systems.
- **Manage the day-to-day operations of the company telephony system** – ensure service is operating at optimum level, team set up and training, general maintenance and updates of the system, working with our suppliers.
- **Maintain and optimise company-wide technology subscriptions** – undertake regular audits and actions to ensure most cost effective and efficient subscriptions, including website domain management and maintenance.
- **Support any appropriate regulatory policies and processes** – support the delivery of the annual GDPR plan such as regular administration associated with deleting personal data from our systems, delivering GDPR team training sessions.
- **Manage the team quarterly social and charity calendar** – schedule social events, co-ordinate the annual charity day and manage the budget.
- **Support marketing to achieve brand consistency across the company** - ensure brand templates are available and up to date and that the team are using these correctly for example, in email signatures.
- **Corporate responsibilities** – support the Head of Corporate Functions in ensuring company details are accurate and up to date on company collateral such as websites, company contracts and other corporate and marketing collateral.

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.

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;

- 3+ years' experience in administration, PA or EA type roles
- Excellent Microsoft Office skills - PowerPoint, Excel and Word
- 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

- 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.