

Property Viewings Assistant (part-time)



dotdotdot
Property guardianship with purpose

Introducing Dot Dot Dot

Improving lives in a housing crisis

Our team is focused on improving lives in a housing crisis by turning properties that would otherwise sit empty, into inexpensive housing. And, because we're all about making a social impact, the people we house - our guardians - make a commitment to volunteer for good causes each month. Since 2011, we have housed over 2,191 people and supported them to give tens of thousands of hours of voluntary help to a diverse range of charitable causes.

We work with local councils, housing associations, charities and trusts, giving them confidence that their buildings are well cared for while they are awaiting regeneration or sale.

We use the property guardian model to achieve social impact, but are also disrupting the property guardian industry, working to push up standards.

We are one of Britain's largest social enterprises

Collectively, our guardians have given time worth £6.8m to good causes since 2011; that's the equivalent of one person working full-time for more than 283 years.

A good deal of the volunteering our guardians do happens because they are kind people who want to make a difference, and would do so whether or not they were housed by Dot Dot Dot.

However, we dug into the numbers and worked out that more than £2.6m of the value of the time guardians have given to charity is directly due to our efforts.

That's £2.6m contributed to the charitable sector that wouldn't exist without Dot Dot Dot and its guardians.

We are recognised as a leader in our field

We were named in NatWest's SE100 Index of leading UK social enterprises. We are also one of the Big Issue's top 100 Changemakers and a Nesta 'New Radical' - naming us among the organisations doing the most to address society's most pressing problems.



Improving lives in a housing crisis: our story

Finding a place to live that complements the life you want to lead isn't easy. We believe that when people are freed from some of these challenges, they get back time and energy to support causes they care about.

By building purpose into what we do, we've unlocked a better option for people who want to do good. Our unique approach connects the dots between property owners, guardians and communities.

Property owners get responsible guardians to look after their empty properties, resulting in better security and flexibility. Guardians get well-managed, inexpensive homes, so they can focus on what really matters to them. And communities get neighbours who use their extra time and energy to give back. [It's property guardianship with purpose.](#)

Our purpose and values

Why do we do what we do?

We exist to improve lives in a housing crisis.

How do we do it?

We do this by delivering practical solutions that are low-cost, good quality and socially positive.

What do we do?

We turn empty buildings into inexpensive housing for people who want to do good.

We work with housing organisations to unlock the potential of their buildings and resources.

Our values:

- We hold ourselves to high standards
- We are fair and straightforward
- We have a positive and optimistic outlook
- We care about the impact our work has on our clients, stakeholders and ourselves.

About this role

Property Viewings Assistant

We are looking for someone brilliant to support our core team, running property viewings for potential guardians. You'll get to host viewings across London and the South-East and explain our business and industry to new applicants.

As well as the opportunity to see your work making a tangible difference, in this role you will benefit from a pleasant, friendly company environment, a competitive salary, ongoing training and terms of employment which aim to support a good work-life balance.

Read on to find out more.



Why is this role so important?

We are seeking a new property viewings assistant to support our continued growth and success

This role is critical to our operations, allowing us to respond flexibly and effectively in an ever-changing industry and ensuring that every property we manage is swiftly filled with friendly, responsible guardians.

Our property viewings assistants are often the face of Dot Dot Dot on the ground, and act as ambassadors of Dot Dot Dot's values and brand at all times - they are friendly, act professionally and have a genuine enthusiasm for meeting people and delivering excellent service.

This is a great opportunity to work flexibly for an exciting social enterprise in communities across London and the UK.



Preye, property viewings assistant



Nicole, property viewings assistant

In this role you will:

- Run property viewings at the buildings we manage for potential guardians. You'll greet our applicants on arrival, and guided by a short script, introduce them to the detail of the properties. Property marketing assistants are ready to answer any queries our viewers may have.
- Provide feedback on guardian attendance and interest, suggesting ways to improve future viewings and promoting Dot Dot Dot property guardianship as an alternative housing option.
- Assist the core team with administrative functions to follow up on viewings - including sending out an expression of interest form.
- Record activities, observations and issues using a range of platforms including Slack messaging platform and Salesforce CRM system.
- Attend Dot Dot Dot's office for briefings and meetings, and for key management processes.
- Attend brand, sales and customer service training sessions when needed, online or in person.
- Occasionally you might need to attend to property maintenance jobs to ensure the properties are in a presentable state for viewings, or to assist our Services team. This could include changing light bulbs, or testing fire alarms.

About you

You're likely to be able to demonstrate experience of, or aptitude for, much of the following:

- Interest in our mission and values as an organisation.
- Confidence in and enthusiasm for meeting people, with good interpersonal skills and a friendly, professional manner.
- Resourceful and proactive approach - Property Viewings Assistants experience new places, people and problems every day and the ability to find practical solutions or seek out advice is critical.
- Organisation and good attention to detail - someone who prepares in advance for tasks and ensures that every detail is properly addressed and recorded.
- Ability to prioritise workload and efficiently manage diary in order to achieve results and meet viewing deadlines.
- Responsibility and trustworthiness - able to take responsibility for the safety and security of people and buildings and to give confidence to potential guardians and to clients.
- IT literacy - able to use or willingness to learn to use Salesforce, Excel, Slack, Google and other platforms.

What is it like to work at Dot Dot Dot?

Our working culture

As a social enterprise, Dot Dot Dot is committed to being a good employer, supporting staff to maintain a work-life balance and to building a positive working culture.

Central to our ethos is a warm and inclusive team culture that values diversity and collaboration. We recognise that a supportive and welcoming workplace fosters creativity and innovation. By promoting an environment where every team member feels empowered and valued, Dot Dot Dot is not only building a formidable team but also creating a community that thrives on shared success.

Staff members work from our office in the Olympic Park near Stratford, and also from home. We also have regular company-wide virtual and in-person sessions encompassing business news and updates, professional development and socialising. We are open and transparent, sharing information and focusing on collaboration and teamwork.

We are diligent, conscientious and committed to doing a good job, but we balance working hard and making sure we have time and energy for life outside work.

Our employee benefits aim to support this - we offer 25 days of paid holiday a year, plus bank holidays, and staff have flexible working hours wherever possible. We provide a fortnight's paid leave for all new parents, on top of statutory entitlements.

As part of our ongoing commitment to inclusiveness and diversity, we actively and warmly encourage applications from a broad range of backgrounds. We believe that people from different backgrounds bring perspectives and skills that create fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient. We know that the more inclusive we are, the better our work will be. We are committed to continuous improvement in this space.



Role details and how to apply

Location:

Dot Dot Dot's office in Stratford, London E15 with onsite work across greater London and other parts of the UK.

Contract and pay:

This is a casual hours contract and you'll receive £15.67 per hour including travel time.

Hours:

Working hours are flexible and may vary from week to week. Schedules are typically agreed upon weekly, based on both organisational needs and worker availability. Shifts for this role could be in lunchtime slots, weekday evenings, and at weekends.

Benefits:

- Flexible working hours.
- Travel and food allowance while working onsite.
- Discount on licence fees in Dot Dot Dot guardian properties.
- Monthly company breakfasts.

How to apply:

Please apply via the [blind recruitment platform Applied](#). The closing date for applications is midnight on Tuesday 22 April 2025.

We use Applied's recruitment platform to select the best candidates based on talent and skill and to avoid unconscious bias in our selection processes.

The first stage of the selection process is to answer the work sample questions on the Applied platform. Your answers will be reviewed anonymously by our hiring team – please note they will not see your CV at this stage so answer the questions in a way which will make sense without your CV.

Shortlisted candidates will be invited to participate in an interview. The successful candidate will be offered the role subject to satisfactory references and employment checks.

If you have questions about the role or would like an informal conversation with us, please email us at recruitment@dotdotdotproperty.com