

# Client proposals and contracts senior manager

Job  
specification



# Introducing Dot Dot Dot Property

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Founded in 2011, Dot Dot Dot is a social enterprise that turns properties which would otherwise stand empty into inexpensive homes.

Owners benefit from cost-effective property protection. Residents – known as property guardians – gain access to inexpensive housing, and local communities are strengthened by having conscientious, engaged neighbours.

Because social impact is at the heart of what we do, everyone we house commits to volunteering their time for good causes each month. Since 2011, we've housed over 2,000 people and supported them to contribute tens of thousands of hours to a wide variety of charities and community projects.

Collectively, their time has been worth £7 million – the equivalent of one person working full-time for more than 283 years.



Guardians in Queen's Park

# Introducing Dot Dot Dot Property

## Who we work with - and who we house

We work with local councils, housing associations, charities, and trusts, giving them confidence that their buildings are safe, well cared for, and put to good use while awaiting regeneration or sale. Current and previous clients include:

- Poplar HARCA
- London Borough of Brent
- Richmond Housing Partnership (RHP Group)
- Women's Pioneer Housing
- Cambridgeshire County Council
- London Borough of Lambeth

By applying the guardian model with purpose, we not only create social value but also drive higher standards across the wider sector.



Sam (above) is housed in Poplar, and  
Gbolahan (below) in Ham



# Overview of the role

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## Client proposals and contracts senior manager

In this role, you'll play a pivotal part in Dot Dot Dot's impact in London and beyond. Your primary responsibility will be to create the materials that help us win new contracts and partnerships. You'll analyse the business and social value of each project, turning insights into persuasive cases for action. From there, you'll craft compelling pitches and proposals, working closely with our senior leadership team to deliver them directly to clients and partners.

This is a collaborative, cross-cutting role at the heart of our business development work. You'll help us respond to new enquiries, shape tailored proposals, and coordinate contracts – always ensuring our service stands out and reflects both our unique approach and the priorities of each client. Along the way, you'll bring curiosity about what matters to clients, confidence with data, and the ability to coordinate people and processes to get things done.

You'll be working closely with senior leaders, gaining cross-functional experience, and helping to shape how the role evolves over time. We're an ambitious team with a social mission and a high bar for quality, and we'll support you to learn as you go – through training, mentoring, and hands-on experience with friendly, knowledgeable colleagues across the business.

# Client proposals and contracts

## senior manager: the detail

# The fundamentals of this role

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## Proposal and pitch development

- Translate client and operational insights into persuasive, tailored proposals and pitch decks that clearly communicate Dot Dot Dot's value and impact, collaborating with internal teams to ensure accuracy and alignment with operational realities.
- Iterate proposal templates and ensure consistency across documents.
- Coordinate responses to formal tender or other competitive procurement processes, working with senior colleagues to plan our approach and then overseeing execution via drafting, collaboration, delegation, research and contracting as required.

## Site visit coordination and attendance

- Coordinate logistics for property site visits with potential clients.
- Ensure visits are well-prepared: clarify objectives, brief attendees, and document outcomes.
- Represent Dot Dot Dot professionally and clearly articulate our model and service offer.
- Follow up site visits with tailored summaries and recommendations.

## Client and lead liaison

- Be the first point of contact for new client leads, maintaining clear, proactive communication throughout their journey.
- Qualify new opportunities by gathering information and assessing fit with Dot Dot Dot's model.
- Work closely with the head of marketing and business development to plan and prioritise follow-up.

# The fundamentals of this role

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## Contracts and service agreements

- Manage the full lifecycle of property owner contracts and service agreements - from template maintenance and drafting to negotiation and final signature - ensuring clarity, compliance, and alignment with Dot Dot Dot's tone and values.
- Liaise with clients to respond to contract queries, to negotiate terms (where appropriate) and to agree changes/solutions with internal Dot Dot Dot colleagues including senior leadership.
- Work with our chief executive and external legal advisors to ensure legal compliance and consistency across client contracts.

## Financial modelling

- Create profit and loss models for each property opportunity in collaboration with subject matter and finance experts from across Dot Dot Dot.
- Develop and maintain pricing templates to ensure proposals are commercially viable.
- Build and refine profit and loss models in collaboration with finance, services, and senior leadership, ensuring commercial viability and appropriate risk profiles.
- Present financial information clearly in both internal reviews and client-facing materials.

## Client reporting

- Write regular service summaries for clients that are accurate, insightful, and engaging - highlighting performance, social impact, and property management activity.
- Tailor reporting to major client's needs and ensure it reflects their values and priorities.
- Use internal data systems to gather, clean and analyse relevant data (e.g. guardian occupancy, maintenance, volunteering stats).
- Work with our data team to manage bespoke data requests from clients and coordinate timely responses.



# Our strategy as we move towards our 15th year in 2026

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**Reputation and relationships:** strengthen our standing with clients by positioning Dot Dot Dot as an expert, trusted partner in housing and regeneration.

**Client-focused growth:** expand our work by delivering services that property owners – particularly local authorities and housing associations managing complex regeneration – find useful and compelling.

**Impact over hard-sell:** showcase our track record, talented team, and strong client relationships through brand, marketing, and everyday communications.

**Partner engagement:** increase visibility within existing client organisations, foster stronger relationships, and generate more referrals.

**Aligned communication:** refine how we engage with decision-makers and tailor our offer to their strategic goals.

**Be experiential:** create opportunities for clients to experience our expertise outside a sales context, e.g. through workshops, thought leadership, and events.





# Remuneration, location and hours

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## Salary:

£42,409 - £61,162

We're open to candidates with a range of experience. The lower end of the salary band is intended for applicants who are earlier in their career and would benefit from support and development in key areas of the role (e.g. financial modelling, contract negotiation). The upper end is for those who bring proven expertise in these areas and are ready to lead confidently from day one.

We're happy to discuss where your skills and experience would place you within the band during the interview process.

## Contract and hours:

This is a permanent role.

Our standard working week is 35 hours, plus one hour's paid lunch break each day. Staff have flexible working hours wherever possible.

## Location:

Stratford, London E15 2PJ, and remotely from home. Staff members work from our office in the Olympic Park near Stratford (E15 2PJ), and also from home. We expect the person in this role to be in the office on Wednesdays and Thursdays. There is also potential for site visits around the country on any day of the week.

## Annual leave

25 days annual leave, plus bank holidays.

# Who we're looking for

# About you

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We're looking for someone who enjoys both the detail and the bigger picture – someone who takes pride in writing clearly and persuasively, and who can bring people and processes together to produce written outputs that truly resonate with clients.

You don't need a background in sales or property; what matters most is a love of creating compelling, high-quality materials – whether that's a persuasive pitch deck, a polished proposal, or a detailed report or contract.

If you're motivated by translating ideas into action, spotting patterns, and helping good work shine, we'd love to hear from you.

Discover more on the next page.



# About you

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## You must have:

- Excellent written communication – able to write clearly, persuasively and quickly, turning client conversations into compelling proposals and refining others' content.
- Confidence with data – not necessarily a spreadsheet expert, but comfortable working with numbers, reviewing assumptions, and asking the right questions.
- Strong project coordination – experienced in bringing together people, information and deadlines to deliver pitches, proposals, or other complex work.
- Ability to prioritise and deliver – keeps work moving forward and meets competing deadlines without losing quality.
- Collaborative and client-facing – works well with colleagues across the business and represents Dot Dot Dot with professionalism and integrity.
- Curious and proactive – keen to learn, unafraid to ask questions, and willing to take initiative to fill gaps in knowledge.

## You'll have the opportunity to deepen your skills in:

- Using tools like Salesforce and financial models to track and assess opportunities.
- Understanding service design, legal risk, commercial assumptions, and client reporting
- Engaging senior leaders and external partners in strategic client conversations.
- Gaining hands-on experience with procurement, tendering, and contract negotiation.
- Public speaking – internally and externally

# Discover Dot Dot Dot

# Our purpose and values

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## 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.



Some of the team at our quarterly company away day

# What's it like to work at Dot Dot Dot?

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## 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.

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.

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.

## Benefits

- Flexible working hours
- Cycle to Work scheme
- Discounts on annual memberships e.g. Tate Modern and Picturehouse Cinemas
- Enhanced maternity, paternity, adoption and parental leave
- Monthly company breakfasts





# How to apply

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Please apply via the online recruitment platform, Applied. The closing date for applications is 23:59 on 19 October 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 interviews and a role-related task. Interviews are scheduled for 5th and 6th November 2025.

The successful candidate will be offered the role subject to satisfactory references and employment checks.

If you have questions about the role, please email Head of Marketing and Business Development, Olivia Beckhurst at [olivia.beckhurst@dotdotdotproperty.com](mailto:olivia.beckhurst@dotdotdotproperty.com)



Our office near Stratford, east London