

Property viewing assistant (part-time)

Job
specification



Introducing Dot Dot Dot Property

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 £7.6 million – the equivalent of one person working full-time for more than 308 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 areas where our property viewing assistants show applicants around include:

- Poplar, east London
- Kilburn/Queen's Park, in Brent
- Ham Close, in Richmond
- Oxford and Cambridge
- High Wycombe, Buckinghamshire

We have housed over 2,000 property guardians, including designers, teachers, cleaners, librarians, support workers, engineers, midwives and zookeepers. There are many reasons why someone may want to become a property guardian with Dot Dot Dot. Some are looking to make a career change, or save up for a mortgage. Others want to make new friends and connections, or discover a new area.



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



Overview of the role

Property viewing assistants

We are looking for some brilliant people 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.

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.



Nyhim, property viewing assistant



Nicole, property viewing assistant

Property viewing assistant: the detail

The fundamentals of this role

Run property viewings

- You'll greet our applicants on arrival at a meeting point, and guided by a short script, introduce them to the detail of the properties.
- Attend the property before the viewing to ensure that the space is 'showroom ready'. This may mean light cleaning and attending to any small issues such as light bulb replacement or meter top-up.
- Represent Dot Dot Dot professionally and clearly articulate what we do and what the benefits are.
- With the aid of supporting information, be ready to answer any queries our viewers may have.
- Be responsible for handling keys to the properties and returning them safely to our office, or lockbox on site.

Administration and insights

- Assist the core team with administrative functions to follow up on viewings - including sending out an expression of interest form to viewing attendees
- 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.
- Contact excellent viewing attendees by phone to gain feedback and provide further information.
- Handle applicant information responsibly, ensuring personal data is recorded, stored and shared in line with GDPR requirements and Dot Dot Dot's data protection policies.

Attend training and development sessions

- Take part in training related to brand, sales and customer service, delivered online or in person, to help you represent Dot Dot Dot clearly and consistently.
- Attend briefings and meetings at Dot Dot Dot's office when required, including sessions linked to planning, coordination and key management processes.

Remuneration, location and hours

Salary:

You'll receive £15.74 per hour and you'll be paid for your travel time.

Contract and 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.

The contract type is a casual worker agreement.

Location:

You'll run viewings across Greater London and in the south-east. At other times, you'll travel to Dot Dot Dot's office in Stratford, London E15. Training may also take place in various locations across London.

Want to know about career progression at Dot Dot Dot?

Read on...



Our office near Stratford, east London

Career progression and learning opportunities

Property viewing assistants are part of the Dot Dot Dot team and are included in many aspects of how we work.

This includes invitations to discover our work at quarterly away days, and access to a range of training opportunities such as Excel skills, Mental Health First Aid Training, and First Aid at Work. Everyone at Dot Dot Dot completes Insights Discovery, a psychometric tool that helps you learn more about your behaviours and preferences at work.

We want people in this role to learn and develop, and to feel supported in their work. We value the contribution of everyone who works with us and welcome feedback, ideas and curiosity across the organisation.

For some people, the property viewing assistant role has also been a route into permanent roles at our head office. We're happy to talk to all colleagues about career pathways and support internal progression when opportunities arise.



Preye Zuofa, former property viewing assistant, now applications assistant.

"Dot Dot Dot invested in my growth through practical training which then paved the way for my internal career advancement."

Who we're looking for

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 viewing 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.

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

- IT literacy - you should be willing to learn how to use our CRM, Salesforce, as well as Slack, Google Workspace and other digital platforms.
- Public speaking - learn how to confidently communicate our mission, values and standards at property viewings.
- Professional development and self-awareness, supported by access to training such as customer service, brand and behavioural tools.
- Understanding property guardianship, including how it works in practice, how to explain it clearly, and how to respond to common questions or concerns from applicants and clients.
- Practical problem-solving, as you encounter new buildings, locations and challenges and learn how to respond appropriately and pragmatically.

Who are our property viewing assistants?

Our property viewing assistants come to us with a range of different skill-sets and experiences.

Nicole is currently studying for a BA in Architecture at Central Saint Martins, University of the Arts London (UAL).

Alongside her studies, she has held a range of research and support roles, including work at Historic England, where she has contributed to projects focused on heritage, design guidance and making complex information more accessible.

Nicole previously worked as a student arts programmer, and as a university ambassador, delivering architecture and design programmes for young people aged 12–18.



"The flexibility of the role means I can balance my studies with meaningful work."

[Nicole Austin](#), property viewing assistant since January 2023



"Being at Dot Dot Dot has given me first-hand experience of how the housing sector really functions, enriching my studies greatly."

[Alice Brasher](#), property viewing assistant since October 2025

Alice is currently studying BSc Science and Engineering for Social Change at University College London (UCL).

She is also an academic researcher for SHIFT, supporting research projects focused on environmental and infrastructure challenges, and has previously worked as a finance officer at Lakeland, where she helped manage supplier accounts.

Alice has been a 'Cyber-First' scholar for a GCHQ Cyber Security program, loves being part of a debate team, and has demonstrated her passion for getting girls into STEM by running a set of workshops.

Discover Dot Dot Dot

Our purpose and values

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:

- Make it happen
- Do excellent work together
- Start with people



Some of the team at our quarterly company away day

What's 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. We care about supporting a healthy work-life balance and creating a positive, inclusive working culture.

We're open and collaborative in how we work, and we take pride in doing things carefully and well. At the same time, we value having the time and energy for life outside work. We believe people do their best work when they feel supported, trusted and part of a team.

We actively encourage applications from people with a wide range of backgrounds and experiences. We know that inclusive teams bring different perspectives and make our work stronger.



Benefits

- Flexible working hours
- If you're interested in becoming a property guardian yourself, we offer a discount on monthly fees to employees.
- Access to training opportunities such as Excel/Google Sheets, First Aid, Mental Health First Aider, plus workshops run by [Performance Catalyst](#).
- An opportunity to take a psychometric test and gain a [Insights Discovery](#) behavioural profile.
- Discounts on annual memberships e.g. Tate Modern and Picturehouse Cinemas
- Monthly company breakfasts at head office

How to apply

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Please apply via the online recruitment platform, Applied. The closing date for applications is 23:59 1 March 2026.

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 at our office in Stratford, E15. These will be scheduled between 16 and 23 March 2026.

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

If you have questions about the role, please email Nikita Adams, senior applications coordinator
nikita.adams@dotdotdotproperty.com

