

# Service coordinator (full-time)

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 £7.6 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 we house guardians include:

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

We've housed 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

## Service Coordinator

Dot Dot Dot is a social enterprise which allows people who do brilliant voluntary work to live in buildings that would otherwise be empty. We provide good, inexpensive housing to people who make a difference, we protect buildings for their owners, and we contribute to communities. Everyone wins.

We are looking for an effective, organised and socially minded person to join our services team as a Service Coordinator. You will be at the heart of our business, directly coordinating and delivering our service to guardians and to property owners. Supported by experienced managers, and making use of a field team and other operational support, you will deliver work across our diverse portfolio.

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



# Service coordinator: the detail

# The fundamentals of this role

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## Manage guardians

- Ensure guardians meet our criteria and ready for life as a guardian.
- Manage the guardian sign-up and move-in process.
- Be the main point of contact for guardians.
- Liaise with guardians to resolve any issues or concerns, e.g. poor conduct, licence breaches or vulnerability concerns.
- Work closely with guardians when they need to move on from Dot Dot Dot properties.
- Draw on data to gain insight into guardians and to guide support or interventions as required.
- Coordinate or assist with events, partnerships and other activities to promote volunteering and/or community engagement.
- Collaborate with colleagues to ensure repairs are properly reported and dealt with.
- Collaborate with colleagues to fill voids quickly with suitable guardians.

## Manage properties

- Collaborate with colleagues ensure that properties are monitored, set up and managed in line with internal standards, client requirements and any relevant licensing or regulatory standards.
- Organise, monitor and manage the handback of properties to clients, ensuring guardian and client relationships are managed professionally and effectively.
- Monitor budgets and spending on property issues, to make good choices about spending and to inform budget planning and risk management.
- Collaborate with clients on property repairs, major works or other issues.
- Provide clients with reports and information about their property as required.

## Provide excellent client service

- Liaise closely with clients (building owners) to understand their needs and to keep them updated and informed about our work.
- Build strong day-to-day relationships with client contacts, working in a collaborative and service- focused way.
- Understand our client agreements and ensure that our service delivery meets the unique requirements of each contract.
- Identify opportunities to add value for our clients, encouraging the best social and financial value for all parties.

# Remuneration, location and hours

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## Salary:

£34,000 - £39,000 pa

## Contract and hours:

This is a permanent role.

Our standard working week is 40 hours, which includes one hour's paid lunch break each day. Staff have flexible working hours wherever possible.

## Location:

You'll 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 Thursdays. Regular travel to properties will be required.

## Annual leave

25 days annual leave, plus bank holidays.

## Want to know about career progression at Dot Dot Dot?

Read on...



Our office near Stratford, east London

# Career progression and learning opportunities

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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.

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 run appraisals twice a year, supported by a personal development plan that helps you reflect on progress, set goals, and identify learning priorities. To make progression clear and transparent, we set out defined competencies for each role level so you can understand what's expected and how to move to the next stage in your career.

Previous Dot Dot Dot colleagues have moved on to roles at Sainsbury's Nectar, Habitat for Humanity, PVH Corp and Share Community.



# Who we're looking for

# About you

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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, proactive and hands-on approach - the service coordinator will experience new places, people and challenges 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.
- Ability to prioritise workload and efficiently manage diary to achieve results and meet deadlines.
- Responsibility and trustworthiness - able to take responsibility for the safety and security of people and buildings.
- Self confident and practical, ready to make decisions and use judgement in a wide variety of contexts, places and situations.

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 internally.
- 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 queries from applicants.

# Who are our service team?

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Charlotte joined Dot Dot Dot as a property and guardian assistant almost four years ago whilst undertaking her Masters in Urban Studies at UCL. Whilst studying our cities and noticing empty buildings across London, she was interested in how Dot Dot Dot aims to tackle this issue in a practical way.

Since graduating, Charlotte has progressed in the service coordinator role, supporting the day-to-day needs of our guardians and clients. As part of her role, she enjoys speaking to a variety of people and problem solving, and the opportunity to visit different areas of the city.

In her spare time, Charlotte enjoys pottery throwing classes and going for long walks in London parks.



*"I think what makes working at Dot Dot Dot unique is the team culture and the working friendships formed. The support and advice given to one another every single day is really special, and I've been able to develop my skills and knowledge much further as a result. It truly is always a team effort, which I love."*

[Charlotte Cutts](#), senior service coordinator



*"I love working with like-minded people at Dot Dot Dot in an open and flexible working environment. I feel supported in pursuing my career interests whilst being able to do very varied and fulfilling work on a day-to-day basis"*

[Lily Patience](#), service coordinator

Lily is committed to making a positive social impact in housing. She studied geography at university and was awarded a Royal Geographical Society prize for her dissertation on the Smithfield regeneration in Birmingham.

Lily joined Dot Dot Dot as a property and guardian assistant in our field team, working part-time whilst completing her studies. She then joined the service team, initially as an assistant and progressing to a coordinator role. She now manages guardians and a portfolio of properties.

A keen runner, Lily recently completed Kew Gardens Half Marathon, raising funds for WWF.

# 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:

- 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?

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## 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
- Cycle to Work Scheme
- Enhanced maternity, paternity, adoption and parental leave

# How to apply

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Please apply via the online recruitment platform, Applied. The closing date for applications is 23:59 on Sunday 7 June 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 15 to 19 June 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 service lead Derrie LaCumbre at [derrie.lacumbre@dotdotdotproperty.com](mailto:derrie.lacumbre@dotdotdotproperty.com)

