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Property guardianship with purpose

Customer success manager

(Full-time, 12-month maternity cover)

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

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Overview of the role

Customer success manager

We're looking for someone brilliant to join our marketing team for 12 months, covering maternity leave.

You'll play an important role in making sure people have a positive experience with Dot Dot Dot, from their first application through to their time as a property guardian.

You'll manage our applications process and applications assistant, making sure we select the right people, help them understand what's expected of them and give them a great start as guardians.

You'll also work closely with colleagues across the business to maintain high standards of customer service, respond to feedback and help guardians get the most out of their experience, including through volunteering and community activities.

This is a varied, hands-on role for someone who enjoys working with people, keeping things running smoothly and finding practical ways to make things better.



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Discover our applications process - and us!



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Customer success manager the detail

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The fundamentals of this role

Applications, selection and onboarding

- Manage the applications process, from screening and interviews through to vetting and sign-ups.
- Make sure applicants are treated fairly, receive clear information and understand what being a property guardian involves.
- Make decisions on more complex applications and help resolve problems.
- Be ready to support applications and vetting directly when the team is busy or short-staffed.
- Oversee right to rent checks, making sure they are completed correctly and on time.

Managing applications assistant

- Line manage our applications assistant, Preye, helping them organise their workload, set priorities and develop their skills.
- Make sure the team delivers a friendly, professional and reliable service to applicants.
- Support good communication and teamwork between marketing and services teams.
- Conduct twice-yearly appraisals with Preye and support her professional development.

Guardian experience and retention

- Help make sure guardians have a positive experience throughout their time with Dot Dot Dot, from application to move-out.
- Make sure our communications are clear, helpful and consistent with Dot Dot Dot's brand and values.
- Listen to guardian feedback, spot recurring problems and work with colleagues to address them.
- Support any practical improvements to onboarding, communication and the guardian experience.
- Help guardians understand their responsibilities and feel confident in their role.

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The fundamentals of this role

Social impact and community

- Support our approach to guardian volunteering and social impact, helping colleagues apply it consistently.
- Monitor recent changes to guardian volunteering processes, including new guidance.
- Introduce our new volunteer reward system, following a handover from the existing team.
- Work with Services to support guardian events and community activities.
- Help ensure our community activities deliver the outcomes we've agreed with property owners.

Monitoring performance and improving our service

- Track applications, guardian feedback, engagement and retention to understand how well we're doing.
- Maintain accurate records and provide regular reports, including information for our Senior Leadership Team.
- Use feedback and data to spot problems and opportunities for improvement, where necessary.
- 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.

Working across Dot Dot Dot

- Build strong working relationships with Services, SLT and other colleagues
- Help ensure applicants and guardians receive a consistent, high-quality service, whoever they're speaking to.
- Support agreed projects that improve our processes and the guardian experience.

Remuneration, location and hours

Salary:
£42,000 pa

Contract and hours:
This is a fixed-term, 12-month maternity cover 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.

Team
You'll be part of our marketing team, which encompasses brand, applications, product marketing, guardian success and business analysis and systems.

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 Wednesdays and Thursdays. Travel to properties will be required from time to time.

Annual leave
25 days annual leave, plus bank holidays.



Our office near Stratford, east London

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Career progression and learning opportunities

We want our people 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 in-person company away days, and access to a range of training opportunities such as Excel skills and First Aid. Everyone at Dot Dot Dot also 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.

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

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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 strong interpersonal skills and a friendly, professional manner.
- Experience of delivering good customer service, including handling difficult conversations and finding fair, practical solutions.
- Experience of managing or supporting others, helping people set priorities, develop their skills and do their best work.
- A resourceful and proactive approach, with the ability to solve problems, use good judgement and know when to seek advice.
- Confidence working with data and systems, using information to monitor performance, identify problems and make improvements.
- Clear written and verbal communication, with the ability to explain information simply and adapt your approach to different audiences.

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

- Property guardianship - understanding how it works in practice, what makes a successful guardian and how to support people throughout their time with us.
- Customer success – learning more about how we use feedback, data and communication to improve the guardian experience.
- Digital systems - developing your skills with Salesforce, Slack, Google Workspace and other platforms we use.
- People management – building your confidence in supporting, developing and managing a colleague.
- Professional development and self-awareness – through training, feedback and tools such as Insights Discovery.

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Who's in our marketing team?

Our marketing team members come from a range of backgrounds and bring different skills and experiences.

Flora has been with Dot Dot Dot for four years, joining initially as a marketing assistant. Since then, she has progressed to marketing manager.

As part of that journey, Dot Dot Dot funded a professional marketing qualification, further strengthening her expertise and supporting her career progression.

Alongside her role, Flora is also studying for a Master's in Psychology, making the most of Dot Dot Dot's flexible working patterns to balance her academic and professional ambitions.



"Dot Dot Dot is a great place to work. They care about your professional development and wellbeing."

Flora Fitzpatrick, Marketing Manager



"There's always something to dig your teeth into at Dot Dot Dot, and having the freedom and support to push forward an idea you've had is so refreshing."

Olivia Beckhurst, Head of Brand and People (and line manager to customer success manager)

Olivia began her career in magazine publishing before moving into marketing, spending several years in higher education and at education charity Teach First.

As Head of Brand and People, she oversees Dot Dot Dot's marketing, comms, people strategy and workplace culture.

Olivia has an MA in Gender, Sexuality and Culture and a keen interest in organisational development and leadership. In 2025, Dot Dot Dot supported her to study organisational strategy at Oxford University's Saïd Business School.

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Who's in our marketing team?

Our marketing team members come from a range of backgrounds and bring different skills and experiences.

As a business analyst at Dot Dot Dot, Max has spent nearly three years keeping the organisation's operations running smoothly behind the scenes.

He oversees the management, maintenance and continuous improvement of the company's operational processes, systems and data, making sure the tools teams rely on every day are reliable, well-organised and fit for purpose.

Dot Dot Dot has invested in Max's growth since day one, supporting him through coding and leadership training that has strengthened both his technical expertise and his ability to lead.



"What I value most about Dot Dot Dot is that it backs your development. I've always felt encouraged to push myself, and supported when I do."

Max August, Business Analyst



"Since joining Dot Dot Dot I have found the team supportive and welcoming; the workplace culture is unmatched."

Emily Robinson, Product Marketing Coordinator

Emily joined Dot Dot Dot in May 2026, with a background in marketing. Her previous roles have spanned industries including property technology, higher education and market research.

As product marketing coordinator, Emily ensures our property offerings meet market demand, business needs, and our social mission. This includes defining value propositions, marketing, launch, and quality control.

Since joining the team Emily has completed the PRINCE2 Foundation course, and in her spare time enjoys cultural and creative activities.

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Who’s in our marketing team?

Our marketing team members come from a range of backgrounds and bring different skills and experiences.

Preye joined Dot Dot Dot as a property viewing assistant just after graduating, balancing the role alongside her internships. The role gave her invaluable insight into how guardianship works and the chance to meet a wide range of applicants.

From the start, Dot Dot Dot invested in her development, providing key training that was essential to her growth within the organisation.

Preye has since moved into a full-time role as an applications assistant, where she now supports applicants through the process from viewings to move-in.

Alongside her work, she is studying interior design.



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

Preye Zuofa, Applications Assistant



“Being at Dot Dot Dot has allowed me to build on leadership skills through training and project development.”

Nikita Adams, Senior Guardian Success Manager (will be on maternity leave)

Nikita joined Dot Dot Dot over three years ago following a career change. As senior guardian success manager, she helps applicants find homes and supports them to become successful guardians.

As part of her role, Nikita has led on several projects including our 2025-26 Social Impact and Volunteering review, and our new guardian customer journey. She is PRINCE2 trained.

Nikita loves spending time outdoors. She has dabbled in thru-hiking, spending one month solo walking 500km from Kirk Yetholm to Fort Augustus in Scotland.

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You'll also be working closely with...

Lily is committed to making a positive social impact in housing and urban spaces. She studied geography at university, and received a Royal Geographical Society award for her dissertation on the Birmingham Smithfield regeneration. Alongside her Dot Dot Dot role, she's completing a part-time MSc in Urban Regeneration at UCL.

Since joining our field team, Lily has progressed to her current role as a services coordinator. She manages a portfolio of properties and guardians, tackling complex issues like antisocial behaviour, through proactive, guardian-led community initiatives.

Lily enjoys volunteering for a local homelessness charity, plays netball, runs, and loves discovering new music venues in London.



"Each day brings unique challenges, but I love working with like-minded people in an supportive environment to address them head-on. My work is varied and exciting - whether collaborating with my team, meeting clients, or supporting guardians to create vibrant places to live - there's never a dull moment."

Lily Patience, Services Coordinator



"What makes working here unique is the team culture and working friendships formed. The support and advice given to one another every single day is really special, and I've developed my skills and knowledge much further as a result. It truly is a team effort at all times, which I love."

Charlotte Cutts, Senior Services Coordinator

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

Charlotte supports 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.

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Discover Dot Dot Dot

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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

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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.

Areas where our property viewing assistants have shown applicants around 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



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

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How to apply

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How to apply

Shortlisted candidates will be invited to participate in an interview at our office in Stratford, E15.

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 Guardian Success Manager at nikita.adams@dotdotdotproperty.com



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