



Field team (occasional/flexible worker)

Dot Dot Dot is an award-winning social enterprise and a different kind of property guardian company. Founded in 2011, Dot Dot Dot stands for property guardianship done in a way which serves the interests of property owners, property guardians and local communities.

On behalf of owners, we take good care of buildings that would otherwise be empty. We provide guardians with good quality housing much more affordably than the private rental market. And we make a positive difference to communities by ensuring our guardians are great neighbours who volunteer for good causes while preventing the blight that empty buildings cause.

We're looking for outgoing, trustworthy people to carry out work at the properties where we house (or are preparing to house) guardians. You'll be supporting our core team with the full range of tasks that must be carried out on site. You might be working during the property set-up phase (eg by letting in contractors or checking on progress at a property), running viewings in which guardians can see potential homes, inspecting occupied properties to ensure that they are in order, or helping us to address repairs or other issues that crop up.

At all times you will act as an ambassador of Dot Dot Dot's values and brand. We often refer to our field team as the 'Dot Dot Dot Squad', which reflects the fact that the field team is critical to our operations, allowing us to respond flexibly and effectively to the changing needs of our guardians, clients and properties.

Work is available across greater London and in towns/cities across the UK, including High Wycombe, Cambridgeshire, Oxfordshire and Lancashire. Work will be on a flexible/occasional basis. Schedules are normally fixed on a weekly basis based on field team availability and the work in hand. Some tasks are booked further in advance. Work could be across the full day, and there is some evening work to conduct viewings. The amount of work can vary week to week.

Field team members will receive training and support from the Dot Dot Dot core team, and will be expected to come to Dot Dot Dot head office to receive briefings and to collect and return keys. The job includes administrative elements to ensure that tasks are properly tracked and recorded. This work can be carried out in the field, at home or at the Dot Dot Dot office. Phone, laptop and expenses will be provided. Travel time is paid, so long as field team members make use of rail journeys to complete reports and admin tasks where possible.

Role description

Job purpose:	Carry out a range of work at our sites across the country including viewings, inspections, property setup/preparation and contractor liaison. You will work closely with Relationship Coordinators and other members of the Services team to carry out tasks and share feedback from your work.
Team:	Services Team
Contract type	Occasional work (schedules may vary weekly according to need)
Responsible to:	Services Lead
Working pattern:	Variable
Pay:	£13 per hour
Special Requirements:	Significant travel both within London and nationally - time is paid for travel. A portion of the available work is during evenings and some at weekends. Most work is carried out on site at our various properties.

Core tasks that may be offered to Field Team members

Conducting property viewings for potential guardians - this includes both preparing for the viewing and then providing rapid feedback on attendance, interest and how to improve our next viewing at the same property

Carrying out property inspections to check the condition of properties and to identify any property or conduct concerns - this requires a thorough but respectful approach and a readiness to meet and interact with our guardians in their own home

Facilitating access for contractors, formal inspections or other visits as required, ensuring that properties are accessed appropriately and securely, and communicating important information to contractors based on briefings from Dot Dot Dot colleagues

Provide reports on activities, observations and issues following all work typically using our Slack messaging platform or our Salesforce CRM system, on which training will be offered

Opening up and securing properties as needed, following all security and personal safety guidelines

Practical problem solving, visiting sites as needed to assess concerns/issues and to implement solutions in consultation with colleagues

Helping with property setup tasks such as reading and resetting utility meters, putting up signs/notices, cutting and tagging keys, and carrying out small tidying/cleaning tasks ahead of viewings

Helping to check monthly volunteer report forms, contacting both guardians and voluntary organisations to confirmation reports or to follow up missing/unclear information

Additional tasks and duties may be offered on a flexible basis to suitable people

Core attributes of field team members

Resourceful and pro-active - field team members face new places, people and problems every day - the ability to find practical solutions or seek out advice is critical

Friendly, professional manner and enthusiasm for meeting people - we offer a warm, courteous, and open service to all of our guardians, and expect field team members to show the same values in their work

Organised and with good attention to detail - someone who prepares in advance for tasks and ensures that every detail is properly addressed and recorded

Responsible and trustworthy - able to take responsibility for the safety/security of people and buildings and to give confidence to guardians and to clients

IT literate - able to use/learn our Google, Salesforce, Slack and other platforms