



Join our Hosting Team

What is Hosting?

Being a Host for RentLondonFlat.com involves two critical areas of responsibility - guest services and property management.

Guest Services

As a host, you represent the face of our company. You will meet and liaise with both existing and potential new guests moving into one of our properties. We are looking for individuals who are self-confident when speaking with clients, have a customer-focused attitude and appreciate the importance of adding the "personal touch" when meeting our guests. Additionally, local knowledge of the area you live in, is essential in being able to advise guests of local amenities such as restaurants, shops, schools and recreational points of interest.

In particular we are seeking individuals who may have worked in a customer facing role in either a hospitality or retail business, and are able to sell the positive aspects of our properties and service. Similarly, if you have ever rented a property yourself then this will be highly valued experience, although training will be provided.

Property Management

As a host, you will be allocated properties under your duty of care. Your role will primarily be to manage access to our properties for either guests or property maintenance contractors. You will have responsibility for ensuring flats are well maintained. This includes carrying out flat inspections and flat staging when preparing for new guests, as well as arranging appointments with cleaners and contractors and ensuring their work is completed satisfactorily.

Working Times

Typically maintenance contractors require property access during daytime office hours and guest require access at evenings and weekends. Occasionally there may be requirement for emergency access. As such, it is important that hosts can be available at short notice, have flexible working hours and live within 15 minutes of their allocated properties.

Employment

All our hosts are employed directly by RentLondonFlat.com on a zero-hour contract basis and are paid on a pro-rata hourly basis. Working hours can vary depending on seasonal factors but we typically expect that each property will require a maximum of 48 hours work, spread throughout the year.

About

RentLondonFlat.com is a professionally accredited property management and lettings company. At the end of 2016 we had over 100 flats under management, valued over £40m. Our tagline "*Making You Feel At Home*" embodies the service we aim deliver to our guests. We want to our tenants to have a "Hotel-like" experience when renting one of our properties and to be treated as guests. Hosts play a critical role in providing great service to our guests, which is why we highly value and carefully select our hosts who represent the face of our company.

We hope you will be successful in joining our team and look forward to welcoming you onboard !

Contact

If you would like to become a host please email your CV and contact details to:

hosting@rentlondonflat.com

