



DEPUTY HEAD OF CUSTOMER (EXPERIENCE & OPERATIONS)

About The LOWE Group:

We are a mission-centric, innovative property management company that transforms vacant properties into affordable homes for London and the South East's young professionals, key workers and creatives.

We deliver both social value to the community and an alternative form of security to landlords through the provision of over 750 homes across 150 properties. As a profitable business that has grown organically since inception, we take a long-term approach to growth and focus on building a stable, sustainable company for both our team and our partners.

www.thelowegroupltd.com

Location: London. Office-based (No remote working options)

Salary: £50,000 - £60,000 depending on experience

Reporting to: Chief of Staff

We are looking for a customer-focused and operationally strong Deputy Head of Customer (Experience & Operations) to join our team.

This is a hands-on leadership role responsible for ensuring the smooth day-to-day running of the Customer Team, maintaining high occupancy across the portfolio, and delivering an excellent Guardian experience across the full lifecycle.

Beyond operations, this role plays a key part in shaping how Guardians experience life with Lowe — helping to build a stronger sense of belonging, connection, and community across our properties.

This is an opportunity to contribute directly to the evolution of the Guardian experience in a fast-growing company aiming to deliver positive societal impact.

As Deputy Head of Customer, your mission will be to:

- Maintain high occupancy across the portfolio by ensuring a strong pipeline of suitable Guardians through effective viewings, conversion activity, and collaboration with the wider team
- Deliver a consistently high-quality Guardian experience across the full lifecycle — from onboarding through to offboarding
- Build and support a stronger sense of belonging, identity, and connection within our Guardian communities
- Ensure Customer Team operations run smoothly, efficiently, and consistently across all properties
- Own and deliver core Customer KPIs including occupancy, responsiveness, satisfaction, and engagement
- Act as escalation point for complex Guardian cases, ensuring fair, timely, and balanced resolution while protecting community wellbeing and company reputation
- Continuously improve operational processes, systems, and service delivery in collaboration with the Chief of Staff
- Support the development of Guardian-led engagement and community activity across properties, ensuring initiatives feel authentic, relevant, and locally grounded



After three months in the role, success will look like:

- *Consistent delivery of core Customer outcomes, including high occupancy and strong operational performance across key KPIs*
- *Stable and well-functioning day-to-day operations across viewings, onboarding, offboarding, and escalations*
- *Strong working relationships established with the Chief of Staff, Community Manager, and wider internal teams*
- *Clear visibility of Customer Team performance through reliable tracking, reporting, and regular review of key metrics (including occupancy, responsiveness, and Guardian feedback)*
- *Early evidence of improved Guardian experience and stronger signals of belonging and connection within properties*
- *A structured and effective approach to team coordination, check-ins, and performance oversight*

This role is the perfect match for you, if you have:

- Strong commercial and sales ability, with experience driving occupancy or conversion outcomes
- Calm, confident and composed under pressure, able to manage complex and sensitive situations with good judgement and empathy
- Strong interpersonal skills, with the ability to build trust and positive relationships with Guardians and internal teams
- A practical problem-solver who can stay effective in a fast-moving operational environment
- Comfortable working with ambiguity and evolving processes, and able to adapt quickly
- Able to work independently when required while collaborating effectively with senior stakeholders
- Detail-oriented, while maintaining awareness of broader priorities and outcomes
- Confident in managing processes, making decisions, and ensuring standards are upheld consistently
- Passionate about delivering excellent customer experience and contributing to stronger, more connected communities
- An interest in community building, engagement, and creating a sense of belonging for residents

Desirable:

- Experience in the property sector (not essential)
- Experience using CRM systems such as HubSpot or similar tools

Benefits:

- A competitive salary and performance based annual bonus
- 25 days off and your Birthday off (increasing by one day for each year you work here, up to 5 years)
- One month paid sabbatical following 5 years of service (in addition to annual leave)
- Workplace Nursery Benefit
- Membership at Upstairs Brixton (internal team only)
- Subsidised lunch at Upstairs canteen
- Weekly yoga at The Department Store
- Range of events at The Department Store
- Refer-a-friend bonus
- Refer-a-site bonus
- Pension contributions
- Regular team activities