

Owner Support Executive

Full time | Office-based in Cheltenham | £25,000–£30,000 depending on experience

Join our journey

Are you ready for a fresh challenge in one of the UK's most beautiful regions? Bolthole Retreats is an award-winning, independent holiday cottage company specialising in hand-picked properties across the Cotswolds, Herefordshire, Forest of Dean and beyond. We're proud to work with some of the most beautiful homes in these regions and to create meaningful holiday experiences for guests from across the world.

Our business is growing fast, but we're grounded in what matters: exceptional service, authentic stays, and a personal approach to both our owners and guests.

The role

We're looking for an enthusiastic and detail-driven **Owner Support Executive** to join our growing team in Cheltenham. In this role, you'll be the first point of contact for our valued property owners, helping to ensure their experience with us is smooth, straightforward, and ultimately successful.

This is a varied, people-focused role that's perfect for someone who enjoys building relationships, solving problems, and being part of a collaborative, friendly team.

What you'll be doing

- Building strong, positive relationships with both new and long-standing property owners
- Handling all owner communications with clarity, consistency, and care
- Supporting the customer service team with any owner-related guest complaints
- Processing and placing owner bookings
- Sharing relevant guest feedback with owners
- Assisting with monthly owner statements
- Helping to onboard new properties to our systems and external platforms
- Ensuring all required certifications are up to date and meet current regulations
- Monitoring property performance and occupancy
- Making updates to property details and pricing as needed
- Keeping accurate and complete owner records
- Supporting ad-hoc projects and tasks as they arise
- Managing booking entries and changes in the control schedule
- Saturday cover on a rota system will be required

About you

- Strong verbal and written communication skills
- It would be great if you had a good understanding of holiday lettings and what makes a great guest experience
- A natural flair for customer service
- The ability to remain friendly, professional and approachable even when things are tricky

- Self-motivated and confident working independently, while also being a great team player
- Previous experience in a support, customer service or account executive role
- Confident using Microsoft Office and channel management systems
- Excellent attention to detail
- Comfortable working with numbers and financial information
- Able to handle complaints calmly, confidently, and with compassion

What you'll get in return

- A key role in a successful, independent company with big ambitions.
- An office based in a central Cheltenham location with parking
- Private medical cover for you and your family
- 30 days holiday (inclusive of bank holidays) increasing after 2 years' service
- Birthday day leave
- Business performance bonus
- Employee discount
- Company pension scheme

You'll be joining a supportive and passionate team that truly cares about delivering the best for our owners and their properties. If you thrive in a people-first environment and love the idea of helping holiday homes run smoothly behind the scenes, we'd love to hear from you.