

Role Profile

Trainee Sales Assistant

Base Location: Agile Trafford House
Responsible to: Sales Manager
Responsible for: N/A

Purpose of the Post

- To provide excellent customer service to potential purchasers and existing customers.
- To provide an efficient administration and sales support to the Sales and Development Teams, assisting the team to achieve set targets for shared ownership sales, Rent to Buy, Right to Buy, Right to Acquire and other disposals.

Core Responsibilities

- Dealing with all incoming calls and enquiries in relation to various different types of sales and rentals.
- Ensuring all new telephone and website leads receive a response within 1 working day.
- Effectively managing waiting lists and demand for new developments, ensuring customers are updated regularly on progress leading up to sales launch dates and achieving off-plan reservations on the back of early demand where possible.
- Maintain current and accurate information on sales progress charts and in house databases as required to enable performance data to be extracted within required deadlines.
- Prepare brochure packs and marketing literature to send out ahead of new scheme launches.
- Meeting potential customers and helping arrange sales events.
- Maintain development progress charts, ensuring mailing lists are kept up to date.
- Maintain and update filing systems and records in accordance with guidance and procedures.
- Support the updating of social media and website content marketing.
- Prepare move-in packs for purchasers.
- Notify utility providers on sales completion of final meter readings and liaise with utility providers to resolve billing queries.
- Carry out accurate post-sales reporting data entry using IMS and Core systems.
- Working with the Sales & Homeownership Officers to provide the Growth Team with monthly data on sales completions.
- Provide Show House sales assistance.
- Assisting in sourcing external suppliers and quotations.
- Be responsible for the processing and payment of all invoices for the team.

- On sale completion ensure file contains all required documents and pass to Leasehold team promptly.
- Liaise with contractors to obtain quotes for cleaning and gardening of stock properties.
- Support Sales as required in progressing sales, including instructing solicitors, liaising with Mortgage Advisors and preparing CML forms.
- Accurate record keeping and timely completion of statistical returns including Core forms as appropriate.
- Monitor stationery and marketing material stock levels and re-order as required.
- Provide a professional friendly and efficient service to all clients to ensure a smooth sales process and to avoid the potential for lost business.
- To undertake administrative duties as reasonably required by the Sales team.
- At all times follow policies and procedures.
- Continuously review and work towards achieving departmental, team and individual sales and customer satisfaction targets.
- Any other reasonable duties as requested by colleagues.

Corporate Responsibilities

- To deliver high levels of customer services and be an advocate for MSV's WOW standards.
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity and accuracy of the Group's data.
- To support individual and other colleagues' health, safety and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty as may be required.

Person Specification – Trainee Sales Advisor

A – Application	I – Interview	C – Certificate	T - Test
Criteria		Essential/ Desirable	Method of Assessment
Appropriate Professional Qualification			
Good standard of education. Minimum of five GCSE's or equivalent at Grade C or above including maths and English		E	A
Experience and Track Record			
Experience of working within a Housing Association New Homes Sales Team, Estate Agents or a House Builder		D	A/I
Ability to undertake a range of administrative procedures		E	A
Experience of accurate data entry and maintaining various systems and databases		E	A
Experience of working in a fast-paced environment		E	I
Experience of proving effective customer service via a variety of channels		E	A
Experience in minute taking and production of board reports and servicing meetings.		D	A/I
Knowledge and Skills			
Effective communication skills both orally and written with ability to explain facts and ideas clearly.		E	I
ICT skills, including all Microsoft packages ability to use computerised and manual record keeping systems.		E	A
Competent with using the main social media platforms.		D	I
WOW Customer Service Standards			
Demonstrate effective communication skills with a range of people ensuring delivery is professional.		E	I
Demonstrate effective listening skills and able to respond with kindness and compassion.		E	I
Show respect to all internal and external stakeholders.		E	I
Take accountability to serve the customer in the required service level agreement.		E	A
Demonstrate understanding and empathy with the needs across diverse groups and individuals.		E	A/I
Demonstrate a positive attitude and an excellent customer focus to contribute to great customer service.		E	I
Personal Characteristics			
Excellent time management and planning skills.		E	A
Self-motivated, has personal integrity and credibility.		E	I
Flexible and willing to learn new skills.		E	I
Aptitude for detail.		E	I
Ability to work flexible hours, including evenings and weekends of required.		E	I
Holding a driving licence with access to a vehicle.		E	A