

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Sales Administrator</b>
<b>Directorate:</b>	<b>Growth and Development</b>
<b>Reports To:</b>	<b>Area Sales Manager</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Overview of the role:</b>	To provide excellent front line customer service, ensuring all enquiries are handled promptly and professionally. To provide administrative functions for the Group sales team. To assist the Platform team to achieve key targets and work in line with regulatory requirements, whilst ensuring a high quality of service is always provided.

<b>Key Responsibilities</b>	<b>Key Tasks</b>
Core tasks and outputs	<p>Provide support to the Platform team inclusive of the below points:</p> <ul style="list-style-type: none"> <li>• Progress and management contractor/supplier purchase orders and invoices. Manage the Sales &amp; Marketing invoices and orders tray.</li> <li>• Be the first point of contact for customer on our sales phone line, taking initial telephone calls from customers</li> <li>• Take reservation payments for the sales team and staircasing and resales team, notifying the team of the payment and issuing the receipt.</li> <li>• Check and prepare legal documents for signing and sealing.</li> <li>• Open and distribute post on a weekly basis within the office.</li> <li>• Ordering and management of home move boxes</li> <li>• Completion of core logs for new sales and resales</li> <li>• Completion of notification of sale forms for new shared ownership sales and resales</li> <li>• Utilising the relevant sales systems to obtain information for completing administrative tasks</li> <li>• Assist the Sales Team with audit checklist sign offs.</li> <li>• Attend team meetings across the sales and resales/staircasing teams</li> <li>• Assist the marketing team with campaigns &amp; releases</li> <li>• Collaborate with the wider marketing team through regular meetings and marketing planning sessions</li> <li>• Arranging for signing of Certificate of Compliance and ad hoc legal docs on resale.</li> </ul>

	<ul style="list-style-type: none"> <li>• Arranging execution of Transfers &amp; Memorandums of Staircasing</li> <li>• Instructing valuations for the resales and staircasing team</li> <li>• Spend a minimum of 2 days per week working from our Worcester and Birmingham offices, the remainder can be home or office based</li> </ul> <p>To ensure that, where appropriate, maximum use is made of information technology systems within the Department.</p> <p>To be aware of and comply with the requirements of all the Group's Policy Documents and Statements</p> <p>To be aware of and apply the principles of Best Value and Risk Management at a level commensurate with the responsibilities of the post</p> <p>To be responsible for health and safety and welfare of yourself and all staff. Follow health and safety procedures at all times</p> <p>To promote equality, diversity and inclusion in the workplace</p> <p>To comply with the Group's Code of Conduct and the relevant Regulatory Frameworks established by our Regulators</p> <p>To ensure the confidentiality of information and adherence to data protection requirements in respect of your work at all times</p>
Financial Management	To contribute towards achieving the Group's KPI targets
Communication	To liaise with all other departments within the Group to ensure the effective delivery of services to customers and the smooth operation of the Group
Innovation	To ensure compliance with relevant policies, making suggestions for improvement to the Home Ownership team and the Sales and Marketing Director
Stakeholders	To liaise positively and enthusiastically with external agencies, resident groups and local authorities.

The duties and responsibilities detailed above are not exhaustive and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

### Person Specification

<b>Qualifications</b>	
Has 5 GCSEs (or equivalent) including Maths and English at Grade C or above	E
<b>Experience</b>	
At least one years administration experience	E
Experience of working in a sales/home ownership/lettings team	D
Experience of working closely with customers	E
<b>Personal Skills/Qualities/Knowledge</b>	
Customer focused	E
Ability to develop and continuously improve services	D
Excellent communication skills	E
First class organisation skills, including the ability to meet deadlines	E
Is result driven and proactive	E
Computer-literate with experience using Microsoft packages including Excel, Word & Outlook	E
Knowledge of up to date housing legislation	D
Co-operates well with others	E
Empathy with the Group's aims and values	E
Commitment to customer involvement	E
Commitment to personal development	E
<b>Other requirements</b>	
Flexibility of working hours to meet deadlines where appropriate	E

\* E = Essential criteria / D = Desirable criteria