

## ROLE PROFILE

# Property Sales Administrator

### Grade

H

Development Director



Head of Sales



Property Sales Administrator



No Direct Reports

### Department

Development



Development

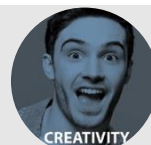
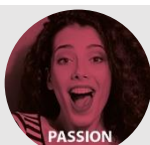
### Role Overview

Provide specialist advice, support and home ownership administration service for Your Housing Group on all aspects of newbuild first tranche property sales, including low cost home ownership and outright sales.

## RESPONSIBILITIES

- Assist with providing advice and support on the Group's new build first tranche property sales and existing shared ownership reassignments for Older People Services.
- Manage the Sales Line with initial enquiries, send sales information and/or finalise sales viewings for Sales Advisors.
- Coordinate the Sales Email inboxes, send sales information and/or direct enquiries to Sales Advisors.
- Provide effective response and resolutions to customer and solicitor enquiries, e.g. Retirement Living, Shared ownership, Outright Sale and first let of private rental properties, liaising with relevant internal teams/departments.
- Assist with the preparation of sales brochures, the production of marketing literature, reports, information leaflets and exhibition materials.
- Assist with the completion of properties between the Development team and new Customers.
- Create and maintain electronic and manual project documents and files; ensure accurate data entry on spreadsheets and databases.
- Provide administrative duties eg, efinance coding, purchase order processing, preparation of memorandum of sales, price lists, advertising properties and updating marketing material.
- Undertake additional duties appropriate to the role and/or grade.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

## STRENGTHS

- Ability to work on own initiative and with limited supervision
- Excellent Customer Service skills
- Ability to work effectively as part of a team
- Ability to build and maintain positive working relationships
- Strong prioritisation, organisation and record keeping skills
- Excellent communication skills, both written and verbal
- Comprehensive computer skills with proficiency using Microsoft Office (Outlook, Word, PowerPoint, Excel) to an intermediate/advanced level
- Ability to effectively multi-task, whilst maintaining accuracy and attention to detail

## ESSENTIAL REQUIREMENTS

- ✓ Knowledge of affordable home ownership Schemes
- ✓ GCSE Maths and English (or equivalent)
- ✓ Previous administration/diary management experience

## BENEFICIAL TO THE ROLE

- ✓ Experience of working in a multi-disciplinary environment
- ✓ Full UK driving license and access to a vehicle