

ROLE PROFILE

Sales Administrator

Grade

H

Contract Type

Home Worker 1

Executive Director of Asset



Head of Sales



Sales Administrator



No Direct Reports

Department

Development



Sales

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 admin duties e.g. 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



Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.



Caring

We show kindness and consideration to our customers and each other.



Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

STRENGTHS

- ✓ Ability to work on own initiative and with limited supervision
- ✓ Ability to work effectively as part of a team
- ✓ Ability to build and maintain positive working relationships
- ✓ Strong prioritisation, organisation and record keeping skills
- ✓ Ability to effectively multi-task, whilst maintaining accuracy and attention to detail
- ✓ Excellent communication skills, both written and verbal

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of affordable home ownership Schemes
- ✓ Excellent Customer Service skills
- ✓ GCSE Maths and English (or equivalent)
- ✓ Comprehensive computer skills with proficiency using Microsoft Office (Outlook, Word, PowerPoint, Excel) to an intermediate/advanced level
- ✓ Previous administration/diary management experience

BENEFICIAL TO THE ROLE

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

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