

Yorkshire Housing Role Profile



Job title:	Sales Officer (New Homes)	Leader of others:	No
Reports to:	Field Sales Manager	Contract type:	Fixed Based/Site Based
Business area:	Development; Sales	Car allowance:	No
Budget holder:	No	DBS required:	No

Job purpose

The New Homes Sales Officer will be responsible for the sales activity on site, through strong negotiation skills and good interpersonal skills. The post holder will be knowledgeable about property and sales and will demonstrate excellent communication skills, the post holder will be a key member of the Space Homes sales team.

Working remotely at the onsite, you will be responsible for meeting customers, showing houses, ensuring show homes look their best, collecting relevant information and to progress the sale through to completion and facilitate the handover process

Key responsibilities

- Manning the show homes during opening hours and ensuring the show units look there absolute best. Meeting prospective purchasers, carrying out viewings, qualifying and closing sales
- Reporting maintenance items to the sales team in the office and checking on the security of standing plots whilst on site
- Greeting customers and being the face of Space Homes on site
- Maximising reservations by establishing good rapport with customers, selling of features and benefits and professionally representing the brand values at all times
- Reporting on weekend activity with to the Sales Manager and rating leads obtained
- Explaining building issues and regulations to prospective buyers and purchasers. Manage any issues which may arise through the progression of the sale. Liaising with solicitors on legal issues. Assist the purchaser through the sales process through regular contact and friendly, professional help and advice
- Carrying out home demonstrations when new home owners move in.

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed.

What you'll bring to the role

The main things:

- Experience of working in a residential sales
- Experience of promoting and marketing properties through a range of mediums
- Excellent written communication skills, particularly for a sales audience
- Knowledge of new homes transaction/legal process from point of sale to execution/completion
- Previous experience Confident and able to challenge poor standards/workmanship/late delivery

- Working to targets. Achieving and exceeding targets
- Dealing with property issues. Problem solving and reaching solutions
- Good IT skills, particularly Microsoft Office/Outlook
- Ability to sell properties. To negotiate and close sales
- Attending meetings and viewings, converting enquiries to sales
- Strong sense of initiative and a “can do” attitude
- Demonstrable experience in excelling in customer care
- An ability to work out of hours including every weekend and bank holidays
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH’s values
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- Previous experience reviewing processes and procedures
- Previous experience in marketing property through digital media
- Experience in arranging and taking part in promotional events
- Awareness of local markets, able to advise on demand and values for new sites

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say

Be curious • Think differently • Ask questions • Keep learning

Make it happen • Own it • Do it • Be empowered

Achieve impact • Do things that matter • Deliver results • Show pride and passion

Have fun • Enjoy work • Be yourself • Stay connected

We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.

Date last reviewed:

April 2024