**Yorkshire Housing Role Profile**

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| **Job title:** | Sales Administrator | **Leader of others:** | No |
| **Reports to:** | Team Leader - Sales Administration | **Contract type:** | Agile-Homeworking |
| **Business Area** | Development & Sales | **Budget holder?** | No |

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| **Job purpose** |
| To provide professional, accurate and efficient administrative support within the day to day operations of the Space Homes Sales functions, supporting and delivering excellent service for our customers. To also deal with sales progression, liaising with solicitors and estate agents and other third parties as required. |

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| **Key responsibilities** |
| * To support and assist with administration requirements within the Space Homes Sales team, including but not limited to: data entry, data management, producing information/completion packs, updating customer records. * Supporting the Sales Team to create electronic files/folders, coordinate stock property management, pre completion cleans, snagging repairs and contribute to meeting sales targets. * Providing a customer care service following sales completion. Managing any initial defects issues and offering customers support and guidance as they settle into their new home. * Assisting on-site and office based sales team members and the Field Sales Manager on sales progression for reserved plots. Actively assisting on resolving issues to achieve exchange of contract and legal completion within target dates. * Clearly communicating with all team members, both office and site based, to provide assistance and support to ensure the smooth delivery of administration and support. * Assist in the provision of information/data monitoring and reporting. * Provide excellent customer service to all queries or requests for advice, information or assistance by telephone, email, in writing or in person. * To support and assist with administration requirements within the Space Homes Sales team including but not limited to: data entry, data management, producing information/completion packs, updating customer records. * Supporting the Sales Team to create electronic files/folders, coordinate stock property management, pre completion cleans, snagging repairs and contribute to meeting sales targets. * Providing a customer care service following sales completion. Managing any initial defects issues and offering customers support and guidance as they settle into their new home. * Assisting on-site and office based sales team members and the Field Sales Manager on sales progression for reserved plots. Actively assisting on resolving issues to achieve exchange of contract and legal completion within target dates. * Clearly communicating with all team members, both office and site based, to provide assistance and support to ensure the smooth delivery of administration and support. * Assist in the provision of information/data monitoring and reporting. * Provide excellent customer service to all queries or requests for advice, information or assistance by telephone, email, in writing or in person. |
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| **What you’ll bring to the role** |
| **The main things:** |
| * Proven ability to work methodically, follow agreed procedures and accurately record data and information. * Able to adapt, being flexible to a changing and varied workload, whilst maintaining high standards of concentration for routine tasks. * Comprehensive IT experience especially in MS products. At least intermediate level Excel. * Good organisation and time management skills, with the ability to prioritise, manage your own workload and to meet deadlines. * Ability to communicate effectively and network with people, providing clear information and building effective working relationships. * Able to work to sales targets, internal policies, procedures and service development initiatives. * Ability to travel to other Yorkshire Housing locations. * Ability to attend sites on occasion as required. * Excellent numeracy, literacy and communication skills |
| **It would be a bonus if you have:** |
| * Experience of marketing through digital media. * Experience of administrative systems, including Jupix or other bespoke sales software. * Understanding of conveyancing and the sales progression process. * Experience of working a central team, supporting a team working remotely. |
| **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. |