

Yorkshire Housing Role Profile

Job title:	Sales Officer	Leader of others:	No
Reports to:	Sales Manager	Contract type:	Agile
Business area:	Growth and Assets	Car allowance:	Yes
Budget holder:	No	DBS required:	No

Job purpose

The Sales Officer is responsible for the effective sale of properties through strong negotiation skills. Knowledgeable about property and sales and demonstrating excellent communication skills, the post holder is a key member of the sales team.

Attending site meetings and taking handover of new properties from the developer the Sales Officer will inspire confidence in their ability to act and make decisions on behalf of Yorkshire Housing.

Key responsibilities

- Working closely with the YH Development team to ensure the smooth hand over of all properties for sale. Attending site meetings where required and liaising with contractors to ensure the properties are ready to handover at the expected standard.
- Ensuring sale properties are ready for viewings. Meeting prospective purchasers, carrying out viewings, qualifying and closing sales. Reaching and exceeding sales targets set by the Development Director, driving sales progression through to exchange of contracts and completion to achieve set KPIs.
- 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.
- Negotiating fees and terms with local estate agents and solicitors.
- Setting up of legal work required for the sale and marketing of new developments.
- Continually looking to improve value for money by identifying high performing, low cost partners and process improvements.
- Providing a presence on site as an ambassador for YH where required.
- Working with the wider Sales Team to develop and improve processes used to manage the sales programme.
- Working with the Sales Manager, the Field Sales Manager and the Marketing Manager to launch new developments.
- Updating cashflows and sales profiles, general record keeping.
- Mentoring and developing others in the team.
- Supporting the Sales Team with other tasks as required.

What you'll bring to the role

The main things:

- Up to date knowledge and experience of property sales, including the associated legal processes.
- Excellent communication and interpersonal skills, being able to explain complex information in a simple understandable way.
- Strong negotiation skills.

- Drive and resilience and a team player, the success of our team depends on everyone contributing fully and rolling our sleeves up to help others out whenever we need to.
- You will be really, really organised. This is a busy role with plenty of car time so you need to be able to plan and then execute.
- You will have a meticulous eye for detail and record keeping, keeping our forecast records up to date.
- Strong numeracy skills.
- Confident with IT including Excel and specialist Sales software is an essential part of the role.
- You will need to be able to put the customer at the heart of what we do, without the customer we don't succeed.
- 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.
- UK driving licence, ability to drive and access to a vehicle.

It would be a bonus if you have:

- Knowledge of the housebuilding process
- Experience of new homes sales
- Experience of working with sales and development cash flows
- Coaching/mentoring experience and/or qualification

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 Role Profile last reviewed:

May 2025