



**Yorkshire
Housing**

Sales Administrator

November 2025



Key information about the role



Sales Administrator



Business area:
Development and Homeownership



Reports to:
Team Leader - Sales Administration



Leader of others:
No



Contract type:
Agile Homeworking



Budget holder:
No



Car Allowance:
No



DBS check required:
No

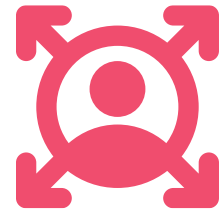


About the role

Role 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.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

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.



As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

So, what will you 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 Leeds and other Yorkshire Housing locations.
- Ability to attend sites on occasion as required.
- Excellent numeracy, literacy and communication skills
- 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:

- Experience of administrative systems, including CRMs or other bespoke sales software.
- Understanding of conveyancing and the sales progression process.
- Experience of working a central team, supporting a team working remotely.
- Experience in raising purchase orders and dealing with invoices

Our Yorkshire Housing values



What are they?

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.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

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.

