



## Job Description

Role title	<b>Sales Progressor</b>	Directorate	Sales & Development
Level	Staff Member	Department	Sales & Marketing

Accountable to	Senior Sales and Marketing Executive
Accountable for:	Financial: Sales targets per scheme People: N/A

<b><u>Job purpose:</u></b>	
To provide an excellent sales service direct to purchasers from reservation to completion	
<b><u>Principal accountabilities:</u></b>	
1	To be the first point of contact for purchasers from the point of reservation to completion of purchase
2	To take purchasers through the conveyance process, breaking down barriers and achieving exchanges within 28 days of issuing of contract
3	To occasionally assist in the arrangement and holding of property viewings and open days plus appointments to sell off plan
4	To achieve agreed sales targets including progressing off plan sales
5	To communicate promptly and pro-actively with customers
6	To provide regular reports on progress
7	To meet all necessary legal and regulatory requirements
8	To capture customer feedback for further analysis
9	To share responsibility for handover to purchasers on the day of completion with Sales Officers
<b><u>Relationships:</u></b>	
<ul style="list-style-type: none"> <li>• Legal (solicitors and conveyancers)</li> <li>• Lenders and mortgage companies and brokers</li> </ul>	
<b><u>Person specification:</u></b>	
<b>Knowledge, skills and abilities:</b>	
1	<b><u>Knowledge</u></b> <ul style="list-style-type: none"> <li>• Understanding of home ownership products</li> <li>• Understanding of the mortgage market and conveyancing requirements</li> <li>• Understanding of barriers to exchange and how to overcome those</li> </ul>

2	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>• Organisational skills</li> <li>• Excellent customer service skills, including great interpersonal skills</li> <li>• Excellent IT skills (Microsoft packages)</li> </ul>
3	<p><b><u>Abilities</u></b></p> <ul style="list-style-type: none"> <li>• Ability to work evenings and weekends as required to meet customer needs.</li> <li>• Ability to manage own time and prioritise workload</li> <li>• Ability to work alone and as part of a team advertising</li> </ul>
<p><b><u>Behavioural competencies:</u></b></p> <p>I will demonstrate Optivo's C.O.R.E. behavioural competencies at the level associated with my job role. Please refer to our C.O.R.E. competencies grid.</p>	
<p><b><u>My health and safety obligations</u></b></p> <p>In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a staff member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.</p>	
<p><b><u>My data protection obligations</u></b></p> <p>In my role, I have a duty to maintain the security and privacy of personal information of residents and colleagues. I will be familiar with the requirements of current Data Protection legislation and will take care to enter accurate, complete and compliant data in to our systems. I understand it is everybody's responsibility to resolve data inaccuracies as and when they are found.</p>	

**Further relevant information**

Travel between sites will be a requirement for this role.

There may be a requirement to attend meetings and other activities outside of normal working hours.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity, Procurement, Data Quality & Assurance, Safeguarding, Value for money.

No Job description can cover every issue which may arise within the job at various times and I am expected to carry out other duties from time to time, which are broadly consistent with those described.