

JOB DESCRIPTION

1	JOB DETAILS	
	Job Title : Statutory Sales Assistant	Date: June 2018
	Reports to: Lead Statutory Sales Executive / National Statutory Sales Manager	Ref: HOMEJD671

2	JOB PURPOSE <p>To provide administration support to the Statutory Sales and Resales Team, supporting the sales and marketing function by providing an excellent customer service to internal and external customers.</p> <p>Our Assistants are the first point of contact; building and maintaining strong relationships with internal and external colleagues and our customers. Support the Executives in delivering the statutory sales and resales process from inception to completion.</p>
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3	DIMENSIONS <p>No line management or budgetary responsibility within this role</p>
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4	STRUCTURE CHART <pre> graph TD A[Head of Asset (Newcastle)] --> B[National Statutory Sales Manager (London)] B --> C[Lead Statutory Sales Executive (Newcastle)] B --> D[Statutory Sales Executive (Newcastle)] B --> E[Statutory Sales Executive (London)] B --> F[Lead Statutory Sales Executive (London)] C --> G[2 x Statutory Sales Assistant (Newcastle)] D --> H[2 x Statutory Sales Assistant (London)] E --> H F --> I[2 x Statutory Sales Assistant (London)] </pre>
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5	KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED <p>Excellent customer service and interpersonal skills</p> <p>Able to work with digital marketing media Excellent I.T skills in Microsoft Word, Excel, publisher, Oracle, and an aptitude to learn</p> <p>Able to record and follow set procedures accurately</p> <p>Excellent written and verbal communication skills</p> <p>Experienced, determined and motivated to achieve success within a high performance customer service culture. Proven ability to work independently as</p>
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	<p>well as part of a team and respond to customer or team requests in a timely manner.</p> <p>Attention to detail when completing tasks with an ability to prioritise and think logically.</p>
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6	<p>KEY RESULT AREAS</p> <p>To maintain a customer focused telephone service for day to day activities; taking calls, responding to emails, explaining process, instructing third parties and working with internal and external stakeholders.</p> <p>Proactively maintain sales opportunities and advise customers on statutory sales offers, the availability of properties and the marketing information, entering their enquiries onto the tracker, subscriber and or mailing list , and send out sales packs or literature as required</p> <p>Providing a proactive administrative support to the wider team to assist them in achieving their sales targets. Collating documentation sent in form vendors, purchasers or estate agents.</p> <p>Creating electronic files and verifying receipt and saving documentation.</p> <p>Dealing with all initial contact from customers looking in to statutory sales, resales & staircasing by phone or email in line with SLAs.</p> <p>Support in the preparation of on and offline sales packs.</p> <p>Attend meetings and help with preparing agenda's, room booking, taking minutes, and booking travel for meetings.</p> <p>Ensure systems and customer records are kept up to date</p> <p>Photocopying, scanning, filing and filing</p> <p>Working to best practice in conveyancing processes, in line with legal, Consumer Protection Regulations Act, General Data Protection Regulatory Act and Anti Money Laundering Act.</p> <p>Work on uploading resale opportunities with the team and in producing marketing literature.</p> <p>Support the team with event management for open days and launches and sector specific meetings and events</p> <p>Provide accurate reports for monitoring sales activity on a daily, weekly, monthly basis.</p> <p>Responsible for processing all invoices relating to sales and marketing and void expenditure ensuring all records are kept up to date.</p> <p>Monitor and instruct property valuations and Energy Performance Certificates in line with HE regulatory time scales.</p> <p>Update sales progression databases, scan and file records expediently</p> <p>Support the team and maintain the sale list of unsold retirement and resale units, liaising with Scheme Managers and Statutory Sales Executive to gain insight on activity and feedback to vendors</p> <p>Assist and administer the preparation & distribution of marketing materials to ensure the team attract suitable number of prospective purchasers and to minimise the sale period, includes administration of web based advertising (Rightmove/Zoopla, EAC, Share to buy, Help to Buy Agents and Home Group websites)</p>
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	<p>Assist the team with preparing and sharing of the appropriate sales pack and legal information packs.</p> <p>Knowledge of Shared ownership resales and staircasing.</p> <p>Stationary and incoming/outgoing post, Filing/Scanning</p>
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7	<p>COMMUNICATIONS AND WORKING RELATIONSHIPS</p> <p>Internal</p> <ul style="list-style-type: none"> • Legal Services – in relation to conveyancing process • Leasehold Retirement Managers and Statutory Sales and Resales Team in relation to sales performance, customers, marketing and achieving audit standards • Scheme Managers – in relation to scheme details • Finance – invoices and sales completions Communication Team in relation to Marketing and PR activity • Home Ownership team - in relation to service charge obligations • New build sales team - in relation to historical sales particulars <p>External</p> <ul style="list-style-type: none"> • Sales Negotiators and Private developers at competing schemes in order to establish market trends. • Customers – with regard to applications for properties and also with general queries regarding housing for sale. Assisting customers through the buying processes • External solicitors with regard to the sale of the properties, checking contracts and ensuring the process runs as smoothly and quickly as possible • Design / Media Agencies – for production of marketing literature and media buying. • Surveyors/Estate Agents – for location information for market research and market trends on new schemes and timely valuations
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8	<p>CORPORATE RESPONSIBILITIES</p> <p>Take responsibility for your own health, safety and welfare, ensuring compliance with the Group's Health and safety policy, procedures and safe systems of work in a safe environment.</p> <p>To promote equality and diversity as an integral aspect of working at Home and lead by example.</p> <p>To note, understand and comply with Home Group's Equal Opportunities Policy.</p> <p>To undertake any further duties as requested by your Line Manager commensurate with the level of your post.</p>
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9	JOB DESCRIPTION AGREEMENT	
	Job Holders Signature:	Date:
	Managers Signature:	Date: