

# Job title: Sales Progression Specialist

Line manager: Sales Operations Manager

Grade (if applicable):

Direct reports: N/A



## Role purpose:

To manage the Sales Progression journey across new build sites, ensuring contracts are issued, enquiries are responded to and contracts are exchanged within target timescales. To ensure that all schemes and all pre and post sale administration are run and completed in line with procedures and targets whilst maintaining high levels of accuracy, giving consideration to both internal and external customers and adhering to tight deadlines. To provide first class customer service focused at all stages of the journey.

## Key results:

- To provide first class customer service to all customers and stakeholders throughout the sales process.
- Respond to emails and enquiries and answer telephone calls in a manner that promotes a professional image of Peabody and its services. Maintain a good basic knowledge to ensuring all information provided is accurate.
- To lead on sales progression from start to finish for new build properties by liaising with solicitors, financial advisers as appropriate and notify all departments and individuals internally and externally of sales transactions as required.
- Work in partnership with Sales Executives, Agents & Joint Venture Partners with sales transactions, preparing documentation and accompanying information and acting as an office-based liaison point.
- To follow procedures and timescales to contribute towards achieving sales income within prescribed targets through liaison with third parties including solicitors, mortgage advisors, internal and external stakeholders.
- Contribute and oversee the legal pack set up and sign off prior process to development launch. Ensuring communication between the programme delivery team and plot sale solicitor's and timescales are met and plot sales enquiries are responded within set SLA's.
- Have a thorough understanding of the sales pipeline program and be able to deliver Legal Set-Up for each new scheme, on time and with all key elements of the set-up being available to the wider team.
- Ensure that we allocate properties in accordance with the Capital Funding Guide on all Shared Ownership sales with the support of the Sales Operations Manager.
- Maintain buyer records through effective and consistent data management. Taking responsibility for the administration and record-keeping of all legal documents and electronic files to required standards to meet audit requirements.
- Establish regular contact with buyers, mortgage brokers and solicitors to ensure plot sales are on track for exchange of contracts and completion dates.
- Accurately record sales information and updates on the Sales CRM system and communicate updates with all key stakeholders.
- Ensuring all pre- and post-sale administrative tasks are complete and handed over effectively to the relevant teams; including Sales Compliance team.
- Maintain all reservation payment records for both Shared Ownership and Private Sales and produce monthly reconciliation reports for relevant teams.
- Prepare and check sales contracts, leases and undertaking for senior management to approve.
- Check and approve sales completion statements to ensure accuracy; agree completion dates and consult with the Sales Executive to ensure the customer journey
- To deal with the closure of files in a competent manner, to avoid any delays and maximize turnaround when inputting data onto CORE and IMS (Investment Management System).
- Create and process scheme specific purchase orders and update the master budget ensuring information is up to date and accurate.

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Signed off by: Kayleigh Gordon

- Ensure full compliance with all regulatory, statutory, and internal requirements to minimise risk to the business and its' stakeholders.
- Externally represent Peabody with key stakeholders by creating a consistent professional and positive image.
- Assist with open days and events, occasionally at weekends or evenings

## **Success metrics:**

- Contribute towards the annual Sales income target
- Achieve at least 90% customer satisfaction across all customers and stakeholders.
- Adherence to all Peabody Policies and all Sales Procedures.
- Achieve 100% data quality and accuracy across all Peabody systems

## **About you:**

### **You will be:**

- Highly organized, solution-focused problem-solving skills, able to work under pressure in a dynamic sales environment and manage high volume of projects and deadlines.
- Proficient and accurate in data entry and use of Microsoft office applications (CRM Dynamics, Word, Excel, and Outlook) and ability to use database with excellent numerical and administration skills.
- Able to handle a busy workload with minimal supervision and deliver quickly.

### **You will have:**

- An understanding and experience of the newbuild affordable housing sector, Local Authority and HCA requirements in line with the Capital Funding Guide and a sound knowledge of the property market and sales processes.
- Experience of delivering excellent customer service with strong interpersonal skills demonstrating best practice, and achieving best value.
- To work required hours flexibly to meet business requirements within Monday to Friday including evenings and weekends on occasion.
- Ability to work within complex procedures but able to use initiative when appropriate with the ability to adapt to change and learn new products and procedures as the business may require.