

**Job title: Sales
Enquiry Advisor**
**Line manager:
Sales Operation
Manager**
**Grade (if
applicable): 5**



Role purpose:

To manage the customer journey from initial enquiry to viewing, ensuring all general sales enquiries are responded to and resolved within target timescales. To also ensure all general Sales Team administration is complete and compliant. 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 from initial enquiry.
- To have a thorough knowledge of newbuild sales sites and the surrounding location through research and liaison with the Sales & Marketing Team.
- To respond to routine enquiries (received by telephone, live chat, email, letter, or face-to face) from customers or re-direct as appropriate ensuring a timely and customer focussed response is provided within set SLA's.
- To produce correspondence in accordance with the department's standard procedures to a high level of accuracy.
- To contact interested buyers by telephone for the purpose of booking viewing appointments and post viewing feedback.
- To undertake administrative tasks as required and general office duties for both internal and external purposes.

Success metrics:

- Maintain buyer records through effective and consistent data management.
- Create and process general Sales Team purchase orders and update the master budget ensuring information is up to date and accurate.
- 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.
- To provide administrative support to the Central Sales team on an ad-hoc basis.
- Assist with open days and events, occasionally at weekends or evenings.

About you:

- An understanding of the newbuild affordable housing sector, Local Authority and HCA requirements in line with the Capital Funding Guide with 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.
- Highly organized, with the ability to work under pressure in a dynamic sales environment.
- To work required hours flexibly to meet business requirements within Monday to Friday, 8 am to 8pm including weekends on occasion.
- Proficient and accurate in data entry using a bespoke database and Microsoft office applications (Word, Excel, and Outlook).
- Ability to adapt to change and learn new products and procedures as the business may require.

Version Date:

Signed off by:

| | | | |
|---------------|--|----------------|--|
| Version Date: | | Signed off by: | |
|---------------|--|----------------|--|