# GreenSquare Job Description

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| **Job Title** | Shared Ownership Sales Negotiator and Sales Accounts Officer | **Job Family & level** | Administration and Support Level 4 |
| **Team** | Development | **Location** | *Swindon* |
| | | **Date updated** | October 2014 |
| | | **JE Score** | 218 |

## Organisational Structure

Reporting to Rodger Shipway Sales and Marketing Manager- Colin Bloodworth Head of Development Services -Vic Obien - Howard Toplis.

## Role Purpose

To achieve the Shared ownership targets of the GreenSquare group on selected developments on time and within budget.

To prepare new Shared ownership developments for sale and to accurately monitor and report on all sales activities.

To ensure that the department has the information and materials necessary to achieve or exceed sales targets and provide the highest standard of customer service.

To maintain and develop the reports, systems and procedures essential to the day to day function of the Sales and Marketing department.

Manage budgets and commissioning works in line with target.

## Role Context

This Role covers the whole area of Shared Ownership sales and administration for the department. It is crucial in achieving the development targets and reporting. It has arisen from the efficiencies in our administration and the high competency of the administrator in LCHO sales. Reporting to the Sales and Marketing Manager, the role will involve selling a range of new homes on selected developments, within the framework established by the Homes and Communities agency and providing accountancy and administration for the team.

## Key Accountabilities

Implement the sale of GreenSquare Group shared ownership properties .

Prepare sales literature and write property advertisements

Liaise with all departments in the evaluation and sale of GreenSquare properties.

Ensure sale units are presented to a high standard to maximize sales income in conjunction with external contractors.

Keep tight control of individual plot appraisals and budgets and deliver sales within those budgets and accurately report sales activity.

To ensure a positive customer experience in conjunction with external estate agents, the customer services (after sales) and development services departments.

Control sales through regular contract chasing via the sales chain and solicitors adhering to agreed deadlines.

Be on hand to give guidance to buyers and help them through the buying process, to ensure lowest possible fall out rates.

Be conversant in HCA and Local Authority procedures.

Carry out affordability assessments.

Handle sensitive and confidential information on behalf of the clients professionally.

Keep sensitive commercial information on behalf of the group confidential .

Be accountable for individual works budgets and handling of deposits.

Anticipate delays in the sale program and highlight these to the Sales Manager, then implement agreed solution.

Support in the sale of new homes of various tenures in accordance with the GreenSquare Group development strategy, targets and deadlines.

Commission and monitor subcontractors.

Prepare sales materials, show home logistics and launch of developments in all sales tenures.

Submit monthly reports to GS departments based on accurate up to date information.

Control the delivery and return of customer satisfaction and other surveys
Support on site staff and internal team.

Monitor and control marketing spend. Seek out value for money opportunities.

Ensure delivery of regular departmental reports in association with team members.

Manage strict filing of all sales files and care of customer data.

Update and enhance existing policies and procedures.

Manage an effective lone working system in line with group policy

Ensure sale units are presented to a high standard to maximize sales income in conjunction with external contractors.

Carry out other duties to ensure the productivity of the department.

## Responsibilities:

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| **Supervisory/managerial** | External agents only<br><br>**In accordance with the Management and Leadership at** |

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| | **GreenSquare document.** |
| **Confidential information** | GreenSquare Group commercial information, reports targets, account details<br>Customer personal data, accounts ID etc.<br><br>**Ensure security of data, especially sensitive personal data, in line with the information management policy/IT policy** |
| **Budgetary/Financial** | Some petty cash and commissioning of works, but no invoice sign off.<br>Reporting sales income and unit sales |
| **Security** | Lone working and site safety polices to be adhered to and monitored. |
| **Specialist Advice** | The post holder will be providing up to date information of the property market and current lending criteria and rates. They will collate sales to aid forecasting and reporting. |
| **Health and Safety** | Employees have responsibilities in respect of health and safety. In particular they will:<br><br>Co-operate at all times with management in the implementation of and adherence to health and safety policy and procedures;<br>Take reasonable care for their own safety and for the safety of others who may foreseeably be affected by their actions at work;<br>Not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work;<br>Report all health and safety concerns to line managers;<br>Assist with the completion of the risk assessment programme.<br><br>Copy and paste the relevant level responsibility for the role level from the H&S manual |
| **Other** | |
| **Contacts** | |
| **Internal** | All development staff<br>Finance<br>Asset Management and Housing |
| **External** | Homes and Communities Agency<br>Existing and potential clients<br>Local Authorities<br>Development contractors<br>Zone Agents<br>Estate Agents |

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| | Design consultants |
| **Other** | |
| Some evening and weekend working may be required.<br>Regular travel to all GreenSquare Group offices will be required<br><br>**Undertake other duties as may reasonably be required** | |

Remember job descriptions should be regularly reviewed and updated.

# Person Specification

| **Job Title** | | Shared Ownership Sales Negotiator and Sales Accounts Officer | |
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| | | **Essential** | **Desirable** |
| **Knowledge** | **Professional Qualifications** | | |
| | **Membership of Professional Body** | | |
| | **Specialist Qualifications** | | |
| | **General Educational achievement/ ability level** | Educated to O Level/GCSE standard or qualified by experience | Educated to A level or above. |

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| **Experience** | **Specific skill/experience required** | Experience within property sales.<br>Worked for a senior manager in sales administration<br>Accounts and budgeting experience<br>Detailed experience of using office software packages<br>Experience in developing procedures in a busy department<br><br>Competence in Microsoft office applications including Word / Excel.<br><br>Knowledge of the conveyance processes and multi tenure agreements.<br><br>Positive and tenacious with the ability to converse with clients at all levels.<br><br>Negotiating skills.<br><br>Team player.<br><br>Driving Licence and full access to a Vehicle. | Estate Agency.<br>Social Housing Contracts chasing.<br><br>Contract chasing experience.<br><br>Marketing/Promotion experience.<br><br>Understanding of property refurbishment<br><br>Experience of new homes or RSL development<br><br>Knowledge of CMS Systems<br><br>Accounting qualification<br>New homes admin experience<br><br>Project management experience |
| | **General work experience/ Skills** | Diplomatic and persuasive skills<br><br>Aptitude in managing budgets<br><br>Analysis skills<br><br>Good organisational skills<br><br>Attention to detail<br><br>Good numeracy skills | |
| **Competencies** | **The separate GreenSquare Competency Framework outlines the personal attributes and behavioural competencies required for the role. The levels for this role are:**<br>**1. Putting Diversity at the core of our approach 2**<br>**2. Fostering Community 2**<br>**3. Making a difference 2**<br>**4. Customer Focus 2**<br>**5. Focus on results 3**<br>**6. Setting the right example 2** | | |

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| **Other** | Flexible approach to occasionally working out of hours.<br><br>Driving licence and use of a car.<br><br>Prepared to meet clients and external contacts on site across the Group's operating area.<br><br>Able to work occasionally at the weekend, when required. |