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| **Job title:** | Sales Administrator |
| **Department:** | Sales |
| **Responsible to:** | Sales Director |
| **Responsible for:** | NA |

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| **Job Purpose:**  Effectively support the Sales Director, Sales and Marketing Co-ordinator and Sales Team by delivering efficient administration, resourcing, and reporting. |

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| **Main Duties and Responsibilities:**   1. **Co-ordination of sales and resourcing to support the delivery of sales to meet the business plan:**  * Co-ordinate and distribute legal documents for witnessing, signing, and returning to Story Homes’ solicitors * Provide support to Sales Managers with sales progression and contract chasing, including liaising with external bodies * Co-ordinate and provide fit for purpose working environments including but not limited to, marketing suites and set up of, telephone and broadband connections, services, sales collateral, and stationery and required health and safety items. Ensuring sufficient stock levels are maintained within the regional office. * To provide development cover, when required, inclusive of weekends * Support the Sales Managers with the roll out of Sales Executive training  1. **Provide effective, efficient and accurate reports:**  * Produce and submit weekly Inhouse Report and NPA report * Produce and submit monthly NHBC Report, monthly meter readings and COR forms to British Gas for completed plots and show homes * Support the Sales Co-ordinator to collate competitor information and maintain the master competitor report * Update and distribute the weekly League Table * Co-ordinate and monitor adherence to regulatory and legislative requirements including consumer code adherence in monthly audits  1. **Provide a polite, professional, and efficient welcome / response to calls and visitors:**  * Greet all visitors in line with Story Homes guidelines * Manage initial calls to the sales team, establishing the correct colleague or department to assist * Respond to sales queries via email and telephone and deal with development calls in the absence of Sales Executives in a professional and timely manner * Effectively acknowledge initial customer complaints, input and track via the complaints portal in accordance with the complaint procedure  1. **Effective, efficient administration and tracking of equipment and resource use:**  * Liaise with uniform suppliers, monitor requirements and co-ordinate ordering * Co-ordinate Sky Guard allocation and management * Co-ordinate the return of any equipment ensuring records and systems are accurately updated  1. **Effective, efficient, and accurate administrative support for the sales team:**  * Produce, distribute, and save CMLs for each plot sale * Produce and send customer journey documents and supporting documentation in a timely manner, in line with Story Homes guidelines * Maintain and monitor the CRM system, including proactively providing support to Sales Executives on completing tasks and managing enquiries on upcoming developments where a Sales Executive has not been allocated * Produce, check, and distribute Completion Statements in a timely manner * Audit the Sales Executives maintenance of the CRM system, ensuring all Story Homes protocol documents are produced and uploaded according to the stage of sale and feedback any concerns to the Sales Managers * Monitor the receipt of Monday Matters / Thursday Thoughts forms and H&S checklists, providing reports on trends or repeated outstanding items where required * Process cheque requests in a timely manner and distribute the cheques accordingly * Produce and distribute client letters in line with the customer journey * Assist with reception cover at lunchtime and during periods of absence * Provide support to Sales Managers in organising and attending launch events for new developments, including Home Move and Part Exchange events * Support with invoicing requirements within the team |

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| **Key Attributes** | Core:   * Good communication skills and telephone manner * Good planning and organisational skills * Ability to work as part of a team and on own initiative * Ability to manage own workload and reprioritise when required to ensure deadlines are met * Ability to work confidentially |
| Desirable:   * Selling and negotiating skills * Ability to identify and implement process improvements * Knowledge of Salesforce / CRM system |
| **Qualifications/**  **Experience** | Core:   * Competent in using Microsoft Office and bespoke IT systems * Ability to maintain and record accurate and timely information * Experience in providing customer service with professionalism, always representing the brand |
| Desirable:   * Experience of complaint handling * Good working knowledge of the conveyancing process and new build industry * Experience of invoice processing and administration of contracts |

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| **I confirm I have read and understood my job description.** | | | |
| Employee Name |  | Date |  |
| Employee Signature |  | Date |  |
| Line Manager Signature |  | Date |  |

I*t is a requirement of Story Homes that all staff work in a flexible manner compatible with their job and in line with the objectives of the company. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the business.*