

ROLE PROFILE

Function	Sales and Marketing	
Job Title	Sales Manager	
Grade	M1	
Reporting Lines	Reports to	Sales and Marketing Director/ Area Sales Manager
	Direct Reports	Sales Advisor/ Development Sales Executive/ Administrator

Aim of the role

To ensure all new sites are set up in a timely manner to prepare readiness for sale

Responsibilities and Duties

- Manage all sales and administrative processes in and out of the sales department to ensure smooth transactions
- Recruiting of Sales staff and inducting new starters to the team, delivering the appropriate training required to fulfil their role
- Manage and motivate direct reports to perform to the company standards and targets
- Conduct performance reviews with direct reports in accordance with Company guidelines, format and timescales, raising any areas of concern to the Director
- Ensure any staff leave or absence is requested, recorded and reported appropriately in line with Company policy
- Develop and maintain excellent working relationships with internal teams, effectively liaising to ensure readiness for sale, exchanges are achieved within the set deadline, and notifying of completion
- Reporting to external clients as required and responding to any queries through to resolution
- Collate Sales based reports for delivery to Directors and the Sales Team, tracking performance against target and net pricing
- Report weekly to Directors on completion forecasting, site setup progress, and overdue contracts
- Attend all meetings, training courses or events as required by the role and organisation
- Under delegated authority from the Sales & Marketing Director accept reduced deposits for exchange of contracts, extend contract deadlines and permit re-call contracts, approve and veto any recommended solicitor based on experience of using them, and manage other key tasks
- Ensure staff expenses and commission forms are completed accurately and authorised prior processing for payment
- Issue all sales advisor targets and commissions, and authorise sales related invoices for payment
- Manage stages of the sale process such as ensuring price releases are authorised and released on the finance sales system, collating all information prior to sale commencement and flagging any issues, ensuring all sales related forms and paperwork are appropriately authorised, tracked, retained and signed on behalf of the company
- Comply with the Data Protection Act and Consumer Code, and ensure all sales activity is in accordance with the Property Misdescription Act, immediately raising any concerns covering this legislation with the Sales Director
- Ensure compliance by the team with Health and Safety Policies, IT policies and any other Policies and Procedures the company issue

Knowledge Skills and Experience

- Clear, effective and professional communication both written and verbal
- A positive and proactive individual who is self-motivated, target driven, efficient and decisive with the ability to work on their own initiative as well as part of a team
- Organisational skills with the ability to structure and prioritise workloads in line with targets and business priorities
- An ability to build rapport with a range of people to create a co-operative working environment based on mutual respect, trust and professionalism
- Demonstration of leadership, attention to detail, and strong people and performance management
- Positive contributions in team activities, meetings and discussions
- A high standard of literacy and numeracy demonstrated through qualifications
- Experience with the sale of homes
- An ability to lead, coach, motivate and manage individuals
- Demonstrated ability to work under pressure whilst providing a supportive and encouraging environment for individuals and teams to work in
- Knowledge of qualifying, negotiating, over-coming objections, closing the sale, and proficient in contract chasing
- Be conversant with all legal terminology used in the home buying process
- Good understanding of lenders and the financial aspect of purchasing a new home is required, including Help to Buy
- Be computer literate and familiar with the use of email, Word, Excel, internet, etc
- Experience of finance software is desirable
- Hold a current Drivers Licence

Our Values	
Collaborative	Act as one team Communicate Assume everyone has the best intentions Find a shared solution
Trusted	This starts at the top Ensure everyone feels valued Say what you mean, do what you say Be open and honest
Focused	Make sure we deliver Be present in the process Be thorough and disciplined Understand the end goal