



## Job description

<b>Job title:</b>	Sales Administrator
<b>Responsible to:</b>	Sales Manager
<b>Responsible for:</b>	N/A
<b>Purpose of the post:</b>	To provide effective administration and support services to the Sales Team. To provide first class customer service to both our internal and external customers ensuring continuous improvement in line with Hastoe's' policy and procedures.

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### Key areas of responsibility:

- Providing support to the sales team to monitor the sales programme and respond to initial sales enquiries.
- Assisting in the setting up and promotion of residential sales schemes to meet income and performance targets.
- Undertaking all administrative tasks required for both internal and external purposes and activities, carry out general office duties to include organising and improving filing systems, collation of key documents and legal files.
- Documenting and recording each stage of the sales process on the relevant systems.
- Acting as the first point of contact for all purchasers, and other relevant contacts, dealing with initial enquiries.
- Maintaining office and database systems and records, process invoices, purchase orders, and any other expenditure/budget records.
- Compiling and collating a variety of statistical information including CORE forms.
- Liaising with Parish Councils and Local Authorities over summary information and assist in the preparation of promotional and presentational material.
- Assisting in the production of Key Information Documents, offer packs and sales packs.
- Maintaining and updating online adverts in line with sale activity.



- Contributing to the achievement of the Sales Team's targets and participating in the achievement of the department's objectives.
- Working within the Property Misdescriptions Act in order to faithfully represent properties for sale and to minimise risk to the Association.
- Understanding and complying with the organisation's Health and Safety Policies and ensure that these are administered in each area of responsibility.
- Carrying out other duties as may be reasonably assigned from time to time, such duties to be compatible with the level of this job description.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



## Person specification

Attributes	Essential	Desirable
<b>Education and training</b>	<ul style="list-style-type: none"> <li>GCSE standard or equivalent, including English and Math's Grade c or above.</li> </ul>	
<b>Skills and experience</b>	<ul style="list-style-type: none"> <li>Previous administrative experience</li> <li>Competent in the use of database and Microsoft Office packages.</li> <li>Ability to organise and carry out a range of office administration duties</li> <li>Proven attention to detail and accuracy</li> <li>Excellent interpersonal and communication skills, including polite and helpful telephone manner and good writing skills.</li> <li>Ability to organise and prioritise own workload and ability to work as part of a team and be able to show initiative as necessary.</li> <li>Demonstrable understanding and commitment to excellent customer service and valuing diversity.</li> </ul>	<ul style="list-style-type: none"> <li>Shared ownership administration experience</li> <li>Knowledge of the residential sales and lettings market in particular shared ownership.</li> <li>Some knowledge of the relevant legislation relating to affordable home ownership and the UK sales, purchase and conveyancing process.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li><b>Customer Inspired:</b> A positive approach to customer service (for both internal and external customers).</li> <li><b>Open and Transparent:</b> Able to listen, learn and improve.</li> <li><b>Professional:</b> Able to take ownership of your actions and cope well under pressure.</li> <li><b>Passionate:</b> Able to go the extra mile to find solutions and meet deadlines.</li> </ul>	



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| <ul style="list-style-type: none"><li>• <b>Enterprising:</b> Willing to seek new learning experiences.</li><li>• Excellent attention to detail.</li><li>• Able to organise and prioritise own workload.</li><li>• Able to work as part of a team.</li><li>• Self-motivated to complete tasks/projects and to work to high standards</li><li>• Ability to work as part of a team and on own initiative</li><li>• Ability to work under pressure/to short deadlines and conflicting priorities</li><li>• Ability to work on a variety of tasks simultaneously</li><li>• Ability to build and maintain good working relations with a range of people</li><li>• Strong commitment to equality and diversity.</li></ul> |  |
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