

Created	October 2019
Updated	June 2021



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## Job Profile

<b>Job Title:</b>	<b>Sales Administrator</b>
<b>Reporting to:</b>	<b>Senior Sales Officer</b>
<b>Location:</b>	<b>Plumer House and specific new developments across Devon and Cornwall</b>

### Job Purpose

The Sales Administrator post provides the key customer service contact through administrative support as part of the sales team within the Development department. The role is pivotal in guiding potential customers' through homes sales, arranging viewings and assisting in sale completions.

The post holder will be checking the quality of new homes for sale prior to completion and be the first point of contact for all current and new purchasers.

### Main Duties and Responsibilities

- To support the Sales Team by providing effective administrative support to all customers both internally and externally.
- To provide excellent standard of customer care service, through telephone, and written communication through various methods; email, social media to promote sale of new homes and current PCH homes through Right to Buy and Right to Acquire.
- Arrange viewings of new homes for sale, maintaining contact with purchasers including obtaining post-visit feedback.
- To make all necessary arrangements and attend new homes prior to completion day to ensure the homes are ready for completion by uncapping gas meter, sparkle clean, handover pack is undertaken and delivering and inspecting the homes prior to completion.
- To be responsible for answering all enquires relating to sales for all affordable housing including Shared Ownership, Right to Buys and Right to Acquires and

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open market sales confidently and accurately regarding the government legislation to selling these homes and the procedures.

- To undertake the initial registration of applicants and verify the tenants and tenancies of the applicant for their eligibility for purchasing Right to Buy and Right to Acquire.
- To arrange home visit for the tenants with the sales officers, for verification purposes of the tenant.
- Operation of a computer terminal using various Microsoft Office packages including Outlook, Excel and Word and other software packages in relation to monitoring sales progression.
- Registering, distributing, filing and dealing with routine correspondence as required both manual and electronically from internal and external sources.
- To arrange sales meetings and carry out minute taking duties, processing and distributing them whilst exercising confidentiality as required.
- Maintaining the sales data records for all sales including CORE registration, Shared Ownership sales, Open Market Sales, Right Buys and Right to Acquire.
- Provide support in organising and facilitating sales events, including marketing material for events and promotions.
- To be responsible for gathering and reporting weekly on sales performance; including market demand for current and new schemes being considered by the PCH. Liaising with the sales officer on progression of sales.
- Be responsible for raising purchase orders and paying invoices through PCH EBIS system, monitoring all works are completed and payments are processed timely in accordance with the financial regulations.
- Attendance at training, team and directorate meetings and away days as required.
- To provide telephone cover for the sales team.
- Be responsible for sending out satisfaction surveys and collating and reporting responses within target timescales.
- Reviewing the mileage claims and flexi time for sales team.
- Responsible for ensuring Lone Worker procedures are followed.
- Ensuring all complaints/compliments received are dealt with professionally and promptly and logged using Pentana.

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No job description can be entirely comprehensive and the job holder will be expected to carry out such duties as may be required from time to time consistent with the status and responsibilities of the role within the organisation.

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**Plymouth Community Homes**  
**PERSON SPECIFICATION**  
**(Sales Administrator)**

<b>Requirement</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<p>Demonstrable experience in an administration environment.</p> <p>Experience in dealing with customers, ensuring excellent customer service is given at all times.</p> <p>Experience of data input to mainframe systems.</p> <p>Experience of using Microsoft Office packages.</p>	<p>Experience of working in sales team.</p>
<b>Knowledge</b>	<p>A good understanding of Equal Opportunities including the nature of discrimination in employment.</p> <p>Knowledge of affordable home ownership schemes including shared ownership, right to buy and right to acquire.</p>	<p>Knowledge of legal conveyancing for buying and selling homes.</p> <p>Knowledge of selling or buying private homes.</p>
<b>Skills / Abilities</b>	<p>Excellent communication skills both written and verbal.</p> <p>Good numeracy skills.</p> <p>Good planning and organisational skills.</p> <p>Ability to work within company policies.</p> <p>Ability to work as part of a team and on own initiative to meet targets and deadlines.</p> <p>Ability to deal with change positively and flexibly.</p> <p>Reliable, approachable and helpful.</p>	
<b>Qualifications</b>	<p>NVQ Level 2 or above in Administration (or equivalent)</p>	

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	<p>2 GCSE's to include English Language and Maths or equivalent.</p> <p>Full Driving License</p> <p>Excel – Intermediate Level or equivalent.</p>	
<b>Physical Requirements</b>	<p>Ability to move around locations to attend customer's homes and new development sites with the sales officers.</p> <p>Willingness to work outside normal office hours and weekends.</p>	

**Note:** PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfil the criteria for, and undertake the duties, of its jobs.

## **GENERAL RESPONSIBILITIES**

### **1. Confidentiality**

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes (hereinafter referred to as PCH) business and be aware of current Data Protection legislation

### **2. Standards of Business Conduct**

PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

### **3. Health & Safety**

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

### **4. Equality & Diversity**

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

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All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

## **5. Training and Development**

To attend appropriate training courses and supervision meetings as required.

## **6. Communication**

To attend staff and team meetings.

## **7. Risk Management**

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

## **PURPOSE OF A JOB DESCRIPTION**

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.

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## PCH Competency Framework

	Competency	The PCH Colleague
<b>Leadership</b>	Supporting employee growth	Keen to learn more about their role and the organisation and to build and acquire new skills and knowledge. Actively takes part in training opportunities they attend or take up.
	Interpersonal style and integrity	Has an enthusiastic and positive “can do “ attitude. Takes pride in doing a good job and contributing to PCH success and tenant satisfaction. Has good working relationships with colleagues and managers. Acknowledges the contribution made by others.
	Setting and monitoring direction	Understands the job and the performance standards required. Thinks about what they are doing and takes action to correct or improve their performance.  Is eager to learn new skills and do new things, checks and asks for help at the right time.
<b>Driving Business Performance</b>	Quality and Standards	Understands what high quality customer service looks like and constantly aims to deliver this. Thinks about how they can improve their contribution. Works accurately.
	Strategic Focus	Understands the key components of the business plan and makes a connection between this and the work they do. Recognises how their role fits into the “big picture”
	Understanding our business	Understands the role of the social housing sector and how it operates. Understands how their job fits into the business and that doing a good job themselves makes it stronger.
	Planning and organising	Can organise their work effectively on day to day basis and can plan and manage their time to deliver agreed targets.
	Problem solving/ decision making	Thinks about how things are done and how to improve. Open to new ways of working. Suggests areas for change that may help us provide a better service or be more efficient.
	Managing change	Accepts that change is a function of continuous improvement. Is comfortable with change and looks to use it as an opportunity to improve performance and the service we give.
	Communications and influence	Listens to managers and colleagues. Shares information to the right people at the right time. Aims to ensure key messages are delivered in a clear and timely way. Sees communication as a 2 way process.
	Managing finance, resources and risk	Understands the impact of their work and the choices they make on our costs. Tries to give value for money to the company and customer
<b>Part of the Team</b>	Digital Literacy	Takes ownership and responsibility for good customer service. Has good working relationships with customers, courteous and helpful, follows the Mary Guber principles. Manages customer expectations and keeps promises made. Sees things from a customer perspective and learns and improves from customer feedback.
	Team working	Plays an active part in making their team successful. Puts team above self. Carries out their role effectively and supports colleagues. Contributes actively to team meetings and activities.
	Partnerships	Understands that a successful Social Landlord needs social partners to make things happen and cooperates with them when necessary and appropriate
	One organisation	Embraces the values and beliefs of PCH and demonstrates them in their day to day performance of the role. Good ambassador for PCH and tells others good things about us.
	Diversity, community and society	Understands that we are all different and might need a different approach or some consideration to achieve the same goals.

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