

Job Title	Sales Officer
Business Stream/Department	Extra Care
Reports to	Village Manager
Direct (and indirect) Reports	No
Travel	Frequent

Job Purpose
<p>To play my part in providing high quality housing with support or care for older people of modest means, enabling them to live well with dignity and autonomy.</p> <p>To manage and lead on all mandatory buy backs and sales liaising with the Home Ownership Project Officer to ensure effective and efficient sales process on site at:</p> <p>St Crispin Village - Northampton Broadmeadow - Dudley Lime Gardens - Dudley Willowfield's - Dudley</p> <p>Significant travel may be required.</p> <p>Ensure sales duties are discharged in accordance with Housing 21 policies and procedures and housing consumer standards.</p> <p>The job holder will make sure that they fully understand and fulfil their responsibilities in respect of both Health & Safety, Diversity & Inclusion and Data Protection.</p> <p>This profile is not exhaustive and other activities at a similar level may need to be carried out.</p>

Key Accountabilities	
1.	Void property survey: Completing void property survey on each buyback to establish works required agreeing costs with the home ownership project officer.
2.	Property maintenance coordination: support the scheduling and delivery of property repairs and maintenance for the sales voids, liaising with contractors to ensure timely and effective completion of works.
3.	Sales & viewing process: meet and greet prospective new residents and arrange viewings to sales properties in a timely way.
4.	Waiting lists: ensure all enquiries are managed and waiting lists in place for all sales properties.
5.	Documentation: ensure all sales paperwork and sign up's are completed with residents and all financials are in place according to policy and process.
6.	Team collaboration: work as part of the wider village teams, collaborating with managers and colleagues to ensure a consistent service and positive sales and moving in experience.

7. **Reputation & customer service:** Be the main contact for all sales queries relating to the villages lists above. Providing an excellent customer journey.

Knowledge and Experience

Proven track record in sales	Desirable
A good knowledge of older people and the issues pertaining to them	Essential
Knowledge of the Social Housing Sector and the relevant Legislation and regulations.	Essential
Experience in managing budgets.	Essential
Knowledge of safeguarding vulnerable adults	Essential
Good knowledge of shared ownership properties, ideally in an Extra Care environment.	Essential
Proficient in MS Office, particularly Excel	Essential

Skills and Behaviours

Committed to following our guiding principles, 21, Better, Experience
Excellent organisational skills
Able to work effectively under pressure and ability to prioritise and to work unsupervised
Well-developed customer service skills with the ability to liaise with residents and staff at all levels.
Flexible and a team player
Good communication skills and a flair for being creative
Understanding of and commitment to applying the principles of equality and diversity.
Ability to network to create partnerships and positive relationships within Housing 21 and in the community

Qualifications and Training

Level 3 Housing & Property Management Apprenticeship / Level 3 CIH	Desirable
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