

Job Description

Property Sales Administrator



Directorate:	Corporate Services
Team:	Sales
Role Type:	Remote
Reports to:	Sales Manager
Direct Reports:	n/a
Overall Job purpose:	
Provide vital support to the Sales Team and customers within a £12m annual sales program. Manage product, legal, and financial processes, offering clear guidance to customers on applications and purchases. Ensure accurate administration of documentation and data while liaising with internal and external stakeholders to achieve sales KPIs and income targets.	
Core responsibilities:	
<ul style="list-style-type: none"> • Act as a primary liaison between local authorities, mortgage advisors/lenders, solicitors and other external parties to ensure the seamless progression of sales to completion within the specified timeframes. • Efficiently assess, facilitate, process and file of home ownership applications as required, including conducting customer profiling analysis to support decision-making. • Prepare and produce formal sales instruction documentation, including money laundering risk assessments, Council of Mortgage Lenders (FDF) documents, formal Lease/associated legal documentation, and sales completion paperwork, ensuring accuracy and compliance with relevant regulations. • Coordinate and schedule mortgage valuation surveys in a timely manner, ensuring all necessary arrangements are made. • Maintain and update multiple databases and systems (e.g., QLx, Documotive, CORE, Property Tracker, KPI spreadsheet, profiling spreadsheet, mailing list, applicant database, Sequel, and others), ensuring data integrity and accurate reporting. • Oversee the management of utility and council tax bills, ensuring accuracy and timely payments to maintain smooth operations. • Ensuring Sales purchasers folders and regulatory information such as financial sign-off's, affordability assessments and scheme eligibility documentation is accurate for audit purposes 	

- Process Purchase Orders (POs), liaising with Sales Executives to confirm completion of work, ensuring Goods Received Notes (GRNs) are recorded, and facilitating prompt payments. Maintain the PO spreadsheet to keep team members informed of order progress.
- Provide administrative support for Resale and Staircasing transactions, including conducting anti-money laundering assessments, assisting with sales progression, preparing completion paperwork, and handling other related tasks as needed.
- Produce regular reports to support the Sales Manager with their reporting requirements, including up to date figures on applications and completions for Growth Board papers.

Key Relationships

- Sales Manager
- Internal - Development, Finance, Asset Management, Land & Property, Communications.
- External – Developers, Solicitors, Financial Advisors, Estate Agents.
- Weekly team meetings and regular 1 to 1's with line manager; intensive, daily interaction with Sales Executives.

Dimensions:

- No direct reports.
- No direct budget responsibility. However the role directly supports the generation of £12m+/annum cash income and £500,000+ of ongoing annual rental income.

Additional information:

N/A

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

Action

Commitment

Excellence

Integrity

Teamwork

Person specification

Requirements	Essential Criteria	Desirable Criteria
<p>Knowledge and experience</p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> • Experience of working in a customer service environment. • Experience of carrying out detailed administration duties, such as filing, writing emails and/or letters, data entry on spreadsheets, scheduling calendars, handling phone queries and taking messages. • Experience of working effectively within a team. • Experience of working to and achieving targets. • Experience of managing internal/external working relationships. • Intermediate experience of Microsoft office packages e.g. Microsoft Word and Excel. 	<ul style="list-style-type: none"> • A broad understanding of property sales, legal and mortgage processes. • A broad understanding of the Affordable Housing sector.

Action

Commitment

Excellence

Integrity

Teamwork

	<ul style="list-style-type: none"> • Experience of being able to analyse and interpret data for reporting purposes. 	
Skills and abilities <i>Describe the skills and abilities required to do the job effectively</i>	<ul style="list-style-type: none"> • Driven to deliver the highest standards of customer service. • Excellent verbal and written communication skills. Ability to work on own initiative, plan, prioritise and assume responsibility for target delivery. • Displays a flexible, creative and responsible approach to team working/priorities. • Open to change • Displays an empathetic, tactful and professional approach to customers and colleagues. • An ability to cope with pressure and maintain behavioural standards. 	
Personal behaviours and style We look for people who are committed to and demonstrate our core values of: <ul style="list-style-type: none"> • Action: Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i> 		

Action

Commitment

Excellence

Integrity

Teamwork

<ul style="list-style-type: none"> • Commitment: Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i> • Excellence: Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i> • Integrity: Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i> • Teamwork: Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i> 		
Qualifications <i>Please state the level of education and professional qualifications and/or specific occupational training required</i>	GCSE grade 4 or above or equivalent, to include Maths and English.	A – level(s) grade 4 or above
Additional requirements <i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i>		Full valid UK driving license
Version control:		
JD authorised by (Director):	Andy Gipp	Date: March 2025