

bpha ROLE PROFILE



JOB TITLE:	Sales Support Assistant (mobile)
REPORTS TO:	Senior Sales Advisor
POSITION LEVEL:	E2
JOB PURPOSE & ACCOUNTABILITIES:	<ul style="list-style-type: none"> • To support the Marketing and Sales team acting as a first point of contact for customers. Managing enquiries and ensuring a seamless customer experience. • Delivering a timely, customer focused sales experience for customers in order to maximise sales income and surplus and reducing void time. • Directly support the Senior Sales Advisor and Sales Advisors.

KEY RESULT AREAS	MEASURES OF SUCCESS
To act as the first point of contact for our customers, providing an excellent customer experience. Responding professionally with correct and honest information.	That customer enquiries are responded to within 24 hours. Good level of customer satisfaction through surveys.
Providing a customer focused sales service for new build including retirement living, new build market sale and sales of rent to homebuy (RTHB) stock.	Excellent customer experience demonstrated in good customer satisfaction through surveys.
To assist with the administration of sales files, collating documents and uploading via the company customer relationship management (CRM) database.	CRM is up to date and sales files are processed efficiently and accurately.

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Organise open days, viewings and property handovers to purchasers.	Viewings and handovers are organised meeting customers' requirements, and this is demonstrated in in good customer satisfaction through surveys.
To promote and embed the Bushmead and Domovo brands as representing quality and excellent customer service, to be first choice for customers and stakeholders.	Strong brand awareness, 95% calls being answered, and messages and emails responded to within 24hrs. Good customer satisfaction through surveys.
To build, maintain and develop key relationships with stakeholders, customers and colleagues.	Good satisfaction through surveys.
Responsible for accurately recording all our customer transaction data on CRM, making sure that management reporting is accurate in real time ensuring GDPR compliant.	Accurate real time reporting.
Responsible for undertaking weekly legionella flushing within void properties to ensure health and safety compliance.	Compliant with H&S requirements relating to landlord responsibilities around empty properties and legionella.
Checking for duplicate leads, distributing leads to the team, ensuring accuracy of information on CRM database	No duplicate leads on CRM.
Adhering to policy and procedures and relevant legislation and regulation.	No non-compliance or regulatory issues.
To gain, maintain and constantly improve an excellent knowledge of the schemes we offer, the developments we build and the homes we sell.	Good customer satisfaction through surveys.
Meet or exceed targets and continually show a proactive approach to create leads, as well as suggest new ideas and improvements to our ways of working.	Sales targets met or exceeded. Sales income maximised and the average Shared Ownership share achieved or exceeded.

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Working as a team that operate flexibly and assist the wider Marketing and Sales and Home Ownership team where necessary.	That you work seamlessly together, supporting each other and the wider team.
Undertake any other duties reasonably required in line with the level of responsibility of the post and in order to meet the changing needs of the Organisation.	That you demonstrate your flexibility when requested.

PERSON REQUIREMENTS – state if ESSENTIAL (E) or DESIRABLE (D):

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Key Skills and Attributes

- Strong customer service skills, via email, telephone, face to face. (E)
- Strong administrative skills, competent in the use of MS Office, CRM systems, Telephony Systems. (E)
- Excellent team worker, able to contribute towards a team, build relationship and offer support to those around you. (E)
- Able to work in a busy, fast moving sales environment with the ability to prioritise workload. (E)
- An enthusiastic individual who demonstrates a 'can-do' attitude who is committed to achieving high performance levels and customer service / satisfaction. (E)
- Flexible in your approach to work and changes in the sector.

Knowledge and Experience

- At least two years' experience of working within a customer facing role, including email, telephone and face to face contact. (E)
- Experience in working in a customer facing sales environment such as a developer, estate agent or a housing association. (D)
- Understanding of the conveyancing. (D)
- Experience of working in partnership and building relationships with a range of key stakeholders. (D)
- Experience and understanding of Shared Ownership and the wider intermediate housing market. (D)
- Knowledge and experience of using customer relationship management (CRM) databases. (E)

Qualifications or training required (or appropriate demonstrable experience)

Educated to GCSE level with A-C in English and Maths.

VALUES AND BEHAVIOURS:



We take responsibility

- We always do what we say, when we say we will
- We are accountable for what we do and sometimes, what we don't do
- We do the right thing not the easy thing

We are better together

- We are one bpha, committed to our shared goals and standards
- We achieve more with others, inside and outside bpha
- We value and draw strength from our diversity and differences

We show empathy

- We respect every colleague and customer
- We listen and make sure we understand
- We are considerate to each other and protect our environment

We are ambitious

- We learn, and with our customers find better ways
- We will make a positive difference for more people
- We are committed to excellence and being the best we can be

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Special Requirements if appropriate for role:	
Role profiles are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the business. Role profiles are reviewed yearly.	
DATE LAST REVIEWED:	