



Job Description

Job Title:	Sales Manager
Reports To:	Director of Development
Direct Reports:	Sales Negotiator, RTB / Leasehold Officer, Sales Advisors,
Job Purpose:	To deliver a high quality, customer-focused, effective sales and leaseholder management service to the customers of Wythenshawe Community Housing Group. To achieve successful sales and letting of all Shared Ownership, Outright Sale, Rent to Buy and Market Rent properties. To manage to process of sales and marketing of all properties including outright sale; shared ownership; market rent and rent to buy. From feasibility stage to completion; controlling with the legal process as required.
Salary Band:	Circa £45,000

Key Responsibilities

- To manage the sales, marketing and letting of all non-social properties. This will include outright sale, rent to buy, shared ownership and market rent; a small number of which will be refurbished properties;
- To ensure the sales team deal with all enquiries in a professional and timely manner in accordance with the Group's policies and procedures;
- To ensure the sales team provide an on-site sales information service being present at show homes to provide sales advice information. (This will include out of hours & weekend attendance as appropriate);
- To ensure all properties in the portfolio are marketed effectively, arranging for sales materials and brochures to be produced and issued in a timely manner;
- To develop appropriate sales and marketing suites at sites, ensuring show homes are appealing and well maintained with appropriate items;
- To carry out market research on property sales in the general market place and benchmarking against other Registered Providers and developers;
- To work in partnership with internal and external teams and stakeholders to ensure the best services are delivered to the Group's customers;



- To provide performance information to managers and stakeholders as required and to keep accurate and up to date case notes and records;
- To ensure team and personal performance targets and objectives are achieved;
- To ensure customers are properly consulted in respect of any initiatives affecting them. This will include providing information and attending meetings as required;
- To adopt a high standard of personal and professional conduct and communication with the public and any elected members and partner agencies;
- To ensure excellent liaison between purchaser enquiries, internal and external consultants and agents to arrange suitable mortgage and sales support advice, e.g. WCHG Communications Team, Financial Advisors, Valuers, Solicitors, Estate Agents and Home buy Agents;
- To arrange and co-ordinate the provision and completion of leases and other documentation;
- To ensure the reservation process is effective, so customers are able to make payments and reserve plots off plan. Maintain robust communication with customers and ensure a high quality customer journey;
- To ensure plan records are kept up to date, so that reserved plots are identified and all colleagues are aware of this;
- To ensure all sales and market rent enquiries are dealt with appropriately, and an appropriate logging system is in place so that monitoring of leads can be maintained;
- To monitor the sales and market rent enquiries on a monthly basis, identifying trends and suggesting improvements to the marketing for each site;
- To ensure that our Leasehold customers receive an appropriate service in relation to the service charges paid; and
- To ensure tenants applying for the right to buy or right to acquire receive an appropriate service, and ensure records of sales and enquiries are maintained.

People Management

- Manage individual performance in a fair and objective manner, consistent with the organisation's procedures, strategic objectives and values in order to support the delivery of customer focused value for money services;
- Manage attendance and absence to ensure continuity of service delivery and ensure that appropriate action is taken, in accordance with the Group's policies and procedures to deal with sickness absence; and



- Contribute to Group-wide projects and improvement activities as and when required.

Decision Making

- Prioritise work of the service area to ensure it meets operational service plans;
- Applies a systematic approach to decision making and problem solving. Calculates and identifies risks involved in a particular course of action;
- Has influence in shaping and determining changes to processes, policies and procedures; and
- Makes decisions in line with the Groups Value for Money commitment.

General

- Deliver all services in accordance with Wythenshawe Community Housing Group's policies and procedures;
- Demonstrate equality and diversity as an integral aspect of working for the Group by respecting colleagues at all times;
- To implement and positively promote equal opportunities in service delivery and employment practices;
- To undertake training and attend meetings as required and as directed by the line manager;
- Ensure compliance with relevant legislation at all times;
- To assist senior management in the preparation of reports and providing performance information in a timely manner; and
- To carry out any other duties which are consistent or commensurate with the role and/or as directed by senior management within the Group

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.



Key Team Relationships

Key Internal working relationships are with:

- Managers within Housing Services
- Development & Sales Department
- Operational Teams across the Group
- Colleagues and service users

Key External working relationships are with:

- Tenants of the Trust and residents in the community
- Partners / Agencies
- Solicitors and court officials as required
- New customers

Related Competencies at Fully Effective Level:

Efficient and Effective

- Develops a culture where Value for Money is integral to all decision making
- Understands what is good performance for their service area on Value for Money and plans for delivery
- Understands the concept of 'choice' and how organisational choices impact upon their service area
- Measures and understands the value delivered by their service area and how this compares to alternative choices the organisation may have
- Contributes positively to Corporate Performance and supports the organisational delivery of Value for Money

Customer focus

- Builds effective links both within and outside the Group
- Strives for continuous customer service improvement
- Provides first class service and support that exceeds agreed expectations for the customer
- Ensures the business is resolving issues most important to the customer
- Identifies areas of best practice and integrates them into the business
- Achieves customer focused KPIs

Working Collaboratively

- Develops the team to minimise conflict
- Challenges inappropriate behaviour
- Is passionate about the work of the team
- Proactively communicates with external contacts
- Ensures that they role model and promote positive team behaviour
- Initiates business-wide team working and networking activity
- Looks for opportunities to collaborate externally and will act upon these
- Ensures that everyone in the team understands their contribution to the Group



Organisational awareness

- Makes sound decisions in complex/urgent case and implements practical solutions
- Involves others to encourage acceptance and support decisions
- Spots trends in information that can support and improve the work of the Group

Challenges and learns

- Shows ingenuity when faced with difficult situations
- Actively supports and promotes innovation
- Adapts style and approach to meet departmental needs and changing demands
- Challenges the traditional way of developing people
- Introduces innovative development activities

Leading and Motivating Others

- Manages others through establishing mutual respect and understanding and creates an empowered environment
- Creates challenging opportunities for all
- Role models a range of leadership styles and holds people to account
- Shares success by privately and publicly praising teams and individuals
- Achieves results through effective performance management techniques