

## ROLE PROFILE

<b>ROLE TITLE</b>	Sales Consultant
<b>DEPARTMENT</b>	Sales and Marketing
<b>DIRECTORATE</b>	Orbit Homes
<b>RESPONSIBLE TO</b>	Sales Manager
<b>RESPONSIBLE FOR</b>	N/A

<b>ROLE PURPOSE</b>	<i>One or two sentences giving a simple statement of why the role exists</i>
<p>To sell both market sale and shared ownership homes to meet or exceed quarterly sales targets, while creating very satisfied customers.</p> <p>To work with the Marketing team to generate new prospects, visitors and reservations.</p> <p>To progress reservations to exchange and legal completion, in accordance with the required timescales.</p> <p>To ensure high levels of presentation, brand promotion and customer service to create a positive experience throughout the customer journey.</p>	

<b>ACCOUNTABILITIES / RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• To provide a warm welcome and positive, memorable experience for all our visitors and customers.</li> <li>• To ensure all leads are followed up and re-trawled in line with the lead management processes.</li> <li>• To accurately report activity from leads, including source of enquiry, visitors, viewings, re-visits through to reservation on all company reports and procedures.</li> <li>• To progress reservations through the contract progression stages, particularly liaising with customers, mortgage advisors and customers solicitors. To ensure that a minimum of weekly contract chasing is conducted and reported.</li> <li>• To adhere to the Orbit customer journey taking the customer through to a successful legal completion, in line with all company procedures.</li> <li>• To ensure that all administrative work, reports and associated system updates are completed accurately, in line with company policy and to agreed timelines.</li> <li>• To provide proactive feedback and new suggestions about advertising and marketing activities to the Regional Marketing Manager and Sales Manager.</li> <li>• To ensure that marketing material, the Orbit Homes website, Rightmove and Zoopla listings, price lists and any other marketing material is up to date and accurate.</li> <li>• To achieve or exceed exchanges targets, with legal completions in line with the targeted build dates (fixed or on notice).</li> <li>• To ensure that all customers are offered recommended solicitors and mortgage advisors and to link the use of these with incentives or moving schemes offered.</li> <li>• To be an expert on the product, specification, incentives, buying schemes and home buying process in order to effectively demonstrate these to the customer.</li> </ul>

- To effectively qualify customers, overcome customer objections, negotiate, conduct viewings, highlighting the positives of the design, specification and brand and effectively close sales in line with targets.
- To ensure that affordability assessments are completed and authorised when selling shared ownership properties.
- To carefully explain the specification, materials schedule, drawings, conveyance plans and reservation procedure to each customer, at the point of reservation, ensuring they sign all necessary documents.
- To ensure customers are aware of all Management Company information and associated Service and/or Estate Charges and Ground Rent costs, connected with the purchase.
- To conduct activity in accordance with the relevant legislation, Consumer Code and to immediately raise any related concerns.
- To ensure customers are updated with the progress of their reservation on a weekly basis and the build progress of their home on a fortnightly basis.
- To ensure that customers are aware of the process for Home Demonstration, the customer care team and the process for reporting defects. To prepare the full Handover Pack and ensure customers are aware of Warranties for appliances and the home.
- To handover homes to customers in a professional, efficient and welcoming manner to leave the customer with a positive experience of purchasing an Orbit Home.
- To conduct market research on a monthly basis for both new build and secondhand market comparable.
- To raise concerns regarding presentation to the Site Manager and Sales Manager as required to ensure that high standards of presentation of unsold stock plots and the sales complex are maintained.
- To ensure that show homes, sales offices and stock properties are well lit and that heating is set within guidelines to ensure that utility bills are not excessive, whilst properties are warm and welcoming.
- To carry out sales inspections in line with Orbit's Health and Safety for stock plots, sales office and show homes.
- To ensure that any alarms/external security lighting is operated and functioning.
- To liaise with external estate agents, if used, including weekly update calls regarding leads, viewings and sales progression.
- To ensure that any post is passed to the office eg: utility bills and that junk mail is disposed of in any stock plots.
- To ensure all keys are split with the front and back door keys, well labelled and secure for all properties for regular use with the balance of keys again well labelled and secure.
- To adhere to any other administrative or reporting requirements are met according to policy, procedure and timescales or specific management instruction.
- To attend sales team meetings and training, as required.
- To ensure that any sickness absence is reported to the Sales Manager, in line with Company Policy.
- To ensure that holiday requests are submitted to the Sales Manager in line with Company Policy, ensuring a minimum of 2 weeks' notice is given to take holidays; unless in an emergency.
- To ensure an appropriate note are produced and a handover is conducted with other Sales Consultants and Sales Manager prior to periods of holidays, to ensure continuity of service to customers and colleagues.
- To ensure that all mileage and commission claims are completed accurately and in good time to allow them to be checked, authorised and processed for payment.

- To conduct working activity in accordance with Orbit's Health and Safety Policy and Procedures and, the Lone Worker Procedures.
- To ensure all relevant Company Policies and Procedures are read, understood and followed.

**KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS**

Essential	<ul style="list-style-type: none"> <li>• A clear, effective and professional communicator, with a calm, patient approach to dealing with customers.</li> <li>• Self-motivated, positive and proactive, with the ability to work on own initiative.</li> <li>• Highly organised and focused on achieving targets.</li> <li>• A confident approach with the ability to build rapport with customers and contribute to team activities, meetings and discussions.</li> <li>• Ability to promote the Orbit brand and live the Orbit values; developing strong working relationships, based on mutual respect and trust.</li> <li>• Flexible approach to working, either based on one development or across various developments, depending on current business need.</li> <li>• Ideally, having previous new homes sales experience and a proven track record.</li> <li>• Ideally, having the knowledge and ability to progress sales from initial contact to legal completion.</li> <li>• Experience in dealing with customers, solicitors, IFAs and contractors.</li> <li>• Strong IT skills, including MS Outlook, Excel and Word</li> <li>• Full time Sales Consultants are required to work at weekends and Bank Holidays (excluding Christmas and New Year).</li> <li>• Full driving licence and ownership of a car is essential.</li> </ul>
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	