

Sales Pre-Completion Manager

Job Family	Sales Pre-Completion
Reports to	Sales & Marketing Director

Job purpose

To support the Sales team, assisting the Sales & Marketing Director, Head of Sales, Sales Managers and Managing Director to ensure the smooth flow of information internally and externally as well as managing the Sales Administration & Sales Progression & Part Exchange teams.

Key Accountabilities

- Develop strong collaborative relationships with managers across the business in Construction, Technical and Commercial
- To effectively communicate with the team to ensure engagement and enablement
- Promote and lives the values of St. Modwen
- Support and train the Sales Administration/Progression team including arranging new starter inductions.
- Manage the day to day operation of the Sales Administration team including planning rotas, holidays, absence and expenses.
- Managing the Build Sales Tracker ensuring the information is accurate and up to date
- Managing data input into the COINS system to ensure it is accurate and ensuring that the data in the system is cross checked with other sources of data to ensure consistency
- Reporting on COINS systems
- Reporting for the Sales Managers
- Update the Sales Bible making sure the incentives, exchange/completion
- Update the IMS system requesting funds for Help to Buy giving an estimated completion date or anticipated
- Collation of Sales rotas & holiday forms for sign off
- To produce on a monthly basis the commission reports for the sales teams and produce for sign off for the Heads of Sales and Sales & Marketing Director.
- Coding Sales invoices and making sure amount is accurate
- Provide support to the Head of Sales, Sales & Marketing Director, Sales Managers
- Send weekly figures /HBF
- Approving completion statements making sure all reflects the Bible/COINS
- Raising payment requests for any refunds e.g. cancellation, gesture of good will
- navigation
- Sending NHBC portal log in details to Gowlings when a plot has exchanged, so that the Buyers solicitors can see the Buildmark cover
- Chase HTB for ATP/ ATE / CTD to ensure that exchange deadlines are adhered to
- Assist the Accounts team with any queries
- Overseeing and assisting with the monthly commission process for the Sales team
- Assist with the smooth flow of information within the Part Exchange process

- Contributing to the development of and delivering the Part Exchange and Assisted Move strategy across the estate
- To work closely with the Part Exchange Manager in assisting with the progression for Part Exchange and Assisted Move properties
- As part of the effective delivery of our Performance Development framework, provide coaching and regular feedback to maximise performance delivery and development, encouraging collaboration and empowerment.
- Maintain knowledge and adhere to relevant Group Policies and Procedures, Legislation and Regulations
- Develop and ensure safe working practices

Experience, Skills and Knowledge required

- A clear, effective and professional communicator in both verbal and written communication who is self-motivated with the ability to work on their own initiative and under pressure.
- Highly organised, structured and able to effectively time manage themselves in order to work to demanding deadlines
- Develop a good understanding of the administrative process to understand the connectivity and links and to contribute and suggest improvements as appropriate to the administrative processes to the Head of Sales and Sales & Marketing Director.
- A positive and proactive style and attitude that can respond well to pressure and demands of colleagues
- Ability to lead a team to deliver
- The ability to build rapport with a range of people and develop strong working relationships based on mutual respect and trust, communicating in a professional and appropriate manner with colleagues, internal departments, external contacts and customers
- The ability to work on their own initiative as well as part of a team.
- During periods of holiday, handover in good time with effective notes to the team
- Marketing experience preferred
- Experience of using CMS (content management systems) and social media
- Ideally experience within the property sector in some capacity with familiarisation of housing terms and/or new homes
- Be able to demonstrate the use of email, word, excel, internet and be computer literate. Experience of Coins and 4P is desirable

Core Competencies