

JOB DESCRIPTION

Job Title:	Sales & Lettings Manager
Site Location:	Swindon, Wilts
Department:	Residential Property Sales & Lettings
Purpose of Role:	This is a highly focused face to face role. To generate and convert revenue on residential property sales and lettings utilising effective methods of customer service techniques, presentation and influential skills.
Responsible To:	Branch Director
Supervisory Responsibilities:	None

Accountabilities:

- 1) To generate/convert additional/new revenue to the business
- 2) To ensure that all documentation in relation to property/legal processes are adhered to
- 3) To provide effective communication and support to branch offices and their teams
- 4) To ensure sales administration is accurate at all times
- 5) To ensure completion of front-end sales administration, processes & procedures in relation to property/letting details are within target deadlines

Main Duties:

- Receiving telephone enquiries and potential clients to the property sales and lettings office
- Capturing accurate client data and data input
- Booking property viewings and market value appraisals
- Accompany customer property viewings
- Customer viewing feedback reports and calls
- Vendor and landlord marketing updates
- Briefing of marketing information
- General office administration and filing

- Maintenance of client databases, proactive calling
- Completion of accurate property details in line with legislation terminology
- Website property maintenance

Working Conditions:	Hours of work are commensurate with the demands of the job role and position. Candidates must hold a full, current driving licence and possess their own transport as local travel will be required. Business dress should be worn at all times.	
Qualifications:	Essential GCSE grade B or above in English Language or equiv NVQ Level 2 in Business Administration or a customer service discipline Typing skills at c40wpm MS Word, Email & Internet to intermediate level	Desirable A Level education or equiv NVQ 3 in Business Administration, Customer Service or Retail
Experience:	Administration: Experience gained from working within a commercial office environment Customer Service: A high level of appreciation with regards to customer service values, ability to interact by face to face contact, ability to influence and persuade within a sales focused environment.	
Salary & Benefits:	Salary £15,000 - £17,000 per annum, depending upon skills and experience, plus bonus. Provision of a Stakeholder Pension Scheme	
Contracted Hours of Work:	Monday to Friday, 3 days 8:30am-5:30pm, 2 days 8:30am-6:30pm One Saturday in three (day off in lieu), 'on-call' one Sunday in three.	
Holiday Entitlement:	20 days per annum, rising to a maximum of 25 days per annum over 5 years	
Other Benefits:	Use of company pool car.	
Prospects:	Opportunities for career advancement	
Other Information:		