

**JOB DESCRIPTON and PERSON SPECIFICATION**

**Sales and Marketing Executive**

**Main purpose of the job**

* To provide a high standard of commercially focussed performance and delivery responsibility across the range of marketing, customer service, administrative and contractual tasks necessary to meeting the targeted objectives of the ISHA sales team.
* To ensure that all the above is driven by our values.

**Reports to:** Sales and Marketing Manager

**Line manager for:** n/a

**Department/ Team:** Development/Sales and Marketing

**Key responsibilities:**

* Responsible for the timely operational delivery of new build sales and ISHA resales as required, dependent on targets in keeping with ISHA’s Development Strategy and as defined by the line manager.
* To contribute to new build scheme risk assessments, provide up to date market valuation advice and the production of appropriate marketing strategy across a mix of effective platforms.
* To deliver an effective new build sales service in line with current Sales & Marketing procedures, from initial enquiry through to sale completion and thereafter the timely creation of the new tenancy in line with Housing Management procedures
* Responsibility for accurate filing and monitoring of all key transaction documentation/data in the relevant sales and departmental folders.
* To deliver an effective resale service to ISHA shared owners and buyers. This includes: initial customer guidance, property valuation advice, marketing provision, applicant assessment, viewing arrangements, and other associated duties to achieve transaction completion.
* To ensure all enquiries, concerns or complaints received by the team are responded to and resolved to ensure positive outcomes.
* To work in close partnership with colleagues throughout the organisation and external HA partners/stakeholders/contractors, in line with ISHA’s key values and strategic objectives.
* To ensure all regulatory, legal, financial and internal process administration tasks/documentation related to the role are completed, monitored and stored in accordance with audit requirements.
* To provide regular accurate and timely activity reports to the line manager as requested.
* To promote ISHA in a positive and professional manner, reflective of the organisation’s vision and core values.
* To manage all contacts in line with ISHAs quality standards, data protection

policies, Equality, Diversity & Inclusion policy and IT policy.

* To act at all times in accordance with ISHA Health & Safety, on-site and lone worker guidance and policies.
* To respond to all mandatory or ad hoc organisational training requests, completing the required courses within the specified timeframes.
* To carry out other duties consistent with the post and wider team/organisational priorities that may be required from time to time, as guided by the line manager.

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Essential** | **Desirable** |
| **Qualifications** | Good general education with excellent literacy and numeracy skills | x |  |
| **Experience & Knowledge** | Proven working knowledge/track record of shared ownership sales delivery | x |  |
|  | Good working knowledge of shared ownership marketing methodologies | x |  |
|  | Good contextual knowledge of other housing tenures, incl. market sales | x |  |
|  | Proven track record of high customer service delivery standards within a property sales environment | x |  |
|  | Proven experience/knowledge of effectively planning and prioritizing workload to meet targets and deadlines | x |  |
|  | Proven experience/knowledge of setting up/effectively managing property sales-related administrative processes and systems | x |  |
|  | Proven experience/knowledge of effectively working with IT systems and digital technology, including MS Office and Teams, websites and social media platforms | x |  |
|  |  |  |  |
| **Skills & Competencies** | Excellent written and verbal communication skills | x |  |
|  | Excellent numeracy | x |  |
|  | Excellent administrative ability | x |  |
|  | Strong attention to detail | x |  |
|  | Genuine customer service driven approach | x |  |
|  | Naturally takes on responsibility and ownership of work | x |  |
|  | Determination and motivation with a strong drive to deliver | x |  |
|  | Responsive, professional approach to customers, colleagues and stakeholders | x |  |
|  | Flexible and able to respond to shifting priorities and targets | x |  |
|  | Open, collaborative and creative approach to problem solving | x |  |
|  | Proven ability to work under pressure, responding positively and calmly, and to meet targets and deadlines. | x |  |
|  | Rounded, responsible approach to cross-organisational priorities | x |  |
|  | Competent at MS Office package and other relevant IT applications | x |  |
| **General** | Professional, flexible and enthusiastic approach to work | x |  |
|  | Work within the organisation’s policies and procedures and implement them effectively. | x |  |