

JOB DESCRIPTION

Job Title:	Sales Administrator
Reports to:	Divisional Head of Sales
Accountable to:	Divisional Head of Sales
Job Purpose:	To support Head of Sales, Area Sales Managers and Sales Co-Ordinators by administering the sales information system and provide all other administration services for the sales department and staff.
Scope:	<p>The Sales Department in a Homes Division is responsible for marketing and advertising the company's developments locally, ensuring at all times that a professional, corporate image is projected which promotes the Redrow brand. The key objective is to achieve sales at the appropriate rates/prices as agreed with the Managing/Regional Director and Head of Sales.</p> <p>The Department works particularly closely with the Build Department as well as manages the interface between the various departments of the company and its customers, from initial contact through to plot completion and occupation; and post completion customer service.</p> <p>As the sales management team are mainly out of the office the post holder works mainly on their own initiative and requires a common sense approach to their work.</p>

Key Responsibilities:

1. Provide secretarial assistance to Head of Sales, Area Sales Managers and Sales Co-Ordinators producing letters, memos, reports, spreadsheets, filing; and general administration for the sales department.
2. Record/input sales releases, reservations, mastermoves, cancellations, exchanges, hand-overs and legal completions onto the sales information system, along with full customer details/choices and produce/post relevant letters and statements and update office (wall) charts as appropriate. Ensure the sales extraction sheets are completed and kept up to date on a weekly basis.
3. Produce and maintain plot files, distribute copies to other departments and contractors.
4. Produce weekly and monthly reports for regional management team, Group and Independent Financial Advisers within required deadlines. Produce monthly board report spreadsheet and typed report.
5. Produce/amend standard forms for use on site and in the office to assist the sales team. Ensure that all documentation in office and copy of the site journal is up to date. Keep stock and order materials and stationery used by all the sales team, and order uniforms/badges for sales consultants.
6. Liaise daily with legal department regarding exchanges and completion; and provide statements, recording details of the same to assist the accounts department.
7. Ensure notice letters are served by cut off time of 4pm.
8. Produce and collate all relevant information for inclusion in the Board Report.
9. Take telephone enquiries from prospective customers regarding both forthcoming and existing sites, creating a database for future use with mailshots; produce mailshots as requested. Input customer enquiries into the marketing system and produce mail shots as required.
10. Liaise with sales consultants and ensure they receive relevant copies of letters, price lists, memo's, reports and standard forms by fax or post regularly.
11. Register plots with the NHBC and record same on appropriate company Information Systems and databases.
12. Depending on departmental structure, notify Group Marketing department of new site details and changes to existing sites to update the Redrow Website without delay and ensure all information is correct on the internet page on a regular basis; and assist sales management with other marketing coordination duties.

13. Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities.
14. At all times comply with company policies, procedures and instructions.
15. Contribute to improving the business and enhancing the reputation of the company by putting forward new ideas and by implementing change when requested to do so.

Working Relationships:

Effective working relationships are an essential part of daily working life. The focus in this role is both:-

Internal: Colleagues within Operating Division, Group Legal; and

External: Telephone communication – Purchasers, Utilities.

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.