

**Introduction to the Company**

The rebirth of NorthCountry Homes heralds the re-emergence of a business dedicated to getting young working-class people and first-time buyers into home ownership and wealth creation, by providing low-cost homes for sale throughout the North of England.

**Introduction to the job role**

Our Sales Executives help customers to find their dream home by providing excellent customer service throughout the sales process.

You will demonstrate excellent interpersonal skills, enabling you to build rapport with customers to be able to understand their needs and requirements. You will also need good listening skills, questioning skills, empathy, product and industry knowledge along with closing skills.

**Reporting to the Sales Manager your key responsibilities will be:**

- Have a thorough understanding of our products, area and pricing and competitor products, area and pricing and how it compares.
- Be able to effectively follow up enquiries and achieve as much commitment from the customer as possible, as per the seven stages of selling training, which will be provided as part of your induction.
- Be able to qualify customers, establishing their moving position and timescales, their needs and financial situation.
- Develop credible solutions to secure reservations whilst maximising revenue.
- Promote and provide the use of company recommended mortgage brokers and solicitors to ensure an efficient and effective service for customers to achieve purchasing deadlines.
- Be able to utilise our schemes and incentives effectively to close a sale.
- Achieve sales targets in line with the business requirements and quarterly targets.
- Take ownership of the management of the sales arena (including but not limited to the presentation, ensuring health and safety procedures are adhered to, that equipment and information required is available in the sales office, that the show homes and the associated areas are compliant with the consumer code and any relevant legislation).
- Ensure all administration and reporting requirements are met according to company policies and agreed timeframes.
- Ensure the health and safety of customers, colleagues and other parties whilst on site, in accordance with company policy.
- Hold build and sales meetings with the site manager to ensure the smooth running of the customer journey and accurate reporting to head office.
- Daily progression and contact with all relevant parties to ensure target exchange dates are met.
- Housekeeping of lead database.
- Ensure stock plots are presented to the highest standards.
- Liaise with all parties to ensure smooth handover of properties at legal completion.
- Provide and collate, valuation and comparable information, to provide to surveyors and head office as required.
- Holding key meetings with customers and relevant stakeholders throughout the customer journey, included but not limited to the reservation meeting, optional extras meeting and key handover at legal completion.
- All paperwork in respect of these meetings will be accurately completed, sent to relevant departments and stored securely to comply with GDPR.

- Complete weekly checks of the website, internet portals, estate agents web pages etc to ensure the correct information is being provided and phone numbers, QR codes, email addresses are working.
- Adhere to the service level agreement for sales Executives.

**To be successful in this role, we are looking for:**

- Experience of delivering sales in a service environment e.g. housebuilding, retail, hospitality, banking, estate agency.
- Commercially astute with a good understanding of the market and competitors.
- Understands and acts upon customer needs to maintain our company reputation.
- Thrives on challenge, is resilient and driven to achieve personal and organisational targets.
- Able to remain calm and controlled under pressure.
- Keeps up to date with new thinking including legislation, economic conditions and technology.
- Communicates and negotiates persuasively – capable of influencing others assertively, building rapport with customers.
- Embraces change and explores new ways of working to help the continuous growth of the sales operation.
- Encourages and supports people in the team, sharing knowledge and best practice.
- Able to build relationships across functions, internally and externally.
- A self-starter who works effectively without direct management.
- Excellent communication skills.
- IT literate.
- Flexible with travel, sometimes at short notice.
- Holds full driving licence and have use of a vehicle for business travel.

**Working for NorthCountry Homes in this role, we will offer:**

- *Competitive Salary*
- *Competitive Bonus & Commission Scheme*
- *26 days holidays per year*
- *Company Pension Scheme*
- *Immediate Auto Pension Enrolment*
- *Private Medical Insurance Scheme*
- *Health Membership*