



SALES ADMINISTRATOR



ABOUT THE ROLE

To support Head of Sales, Area Sales Managers and Sales Coordinators by administering the sales information system and providing all other administration services for the sales department and staff.

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.

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.

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.

Responsible to: Divisional Head of Sales

KEY RESPONSIBILITIES

1. Provide secretarial assistance to Head of Sales, Area Sales Managers and Sales Coordinators, producing letters, memos, reports, spreadsheets, filing and general administration for the sales department.
2. Record/Input Sales Releases, Reservations, Help to Sell, Cancellations, exchanges, handovers and legal completions onto the sales information system, along with full customer details/choices and produce/post relevant letters and statements and update office charts as appropriate. Ensure the sales extraction sheets are completed and kept to date on a weekly basis.
3. Produce and maintain plot files, distribute copies to other departments and contractors.
4. Keep stock and order materials and stationary used by all the sales team, and order uniforms/badges for sales consultants.
5. Liaise daily with legal department regarding exchanges and completions; and provide statements, recording details of the same to assist the accounts department.
6. Ensure notice letters are served by cut off time of 4pm.

7. Take telephone enquiries for prospective customers regarding both forthcoming and existing sites, creating a database for future use with mailshots; produce mailshots as requested. Input customer enquiries into REDSales.
8. Liaise with Sales Consultants and ensure they receive relevant copies of letters, price lists, memos, reports and standard forms by email or post regularly.
9. Support Sales and Marketing Coordinators with raising, delivering and monitoring purchase orders using overheads system.
10. Legal completion preparation, ordering hampers, making homes files/completion manuals.
11. Update legal completion forecast tracker and issue to sales teams on a weekly basis.
12. Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities.
13. At all times comply with company policies, procedures and instructions.
14. 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.

THE PERSON

What kind of person are we looking for?

- Organised and effective at managing their time
- Able to communicate clearly and effectively with customers and colleagues throughout the business
- Literate in the use of IT
- Ability to work alone and as part of a team
- Methodical and with strong attention to detail

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.