

## **Role Profile**

**Role:** Part Exchange Manager

**Purpose:** To manage all part exchange properties both on the buy in and sale on to our customers' satisfaction, whilst endeavouring to make a profit on re-sales.

**Responsible to:** Sales Director

**Responsibilities:**

- Proactive management of the PX holding to ensure company targets are achieved.
- Follow Group policy and procedure to purchase and sell out of PX holding, providing the Sales Director with the appropriate evidence and detail for sign off. Effective management of third parties to achieve legal completion forecast. Frequent communication with Sales Director, progression and management team to update progress on buy in of PX properties in line completion forecast.
- Pro-active approach to obtaining any required documentation ie-Dof V, indemnity policies, Man Co. packs gas/safety certificates
- Ensure effective management of customer expectations when visiting or communicating re potential offers. Instruct all relevant surveys and reports required in line with policy and procedure. Build effective working relationships with agents to drive performance on the sell out of PX properties.
- Ensure inspections are carried out in line with policy and procedure ensuring vacated properties are presented in excellent saleable condition.
- Arrange any remedial works needed on unsold properties, or any enhancement required to sell them and maintain them
- Adhere to PX pricing policy when instructing price reductions to drive performance.
- Manage agents to drive interest on assisted selling scheme properties ensuring clear and proactive communication with the customer. Ensure correct AML documentation is obtained from agents and customers to comply with audit
- A guardian of the customer, delivering an excellent customer journey throughout the buying process.to legal completion and beyond.

**Personal  
characteristics  
/ qualifications  
and skills:**

- Well organised
- Excellent knowledge of local area and the legal buying process
- Negotiation, influencing and 'deal-making' skills
- Self-disciplined with good time management
- Good inter-personal and communication skills and ability to deal with people from diverse backgrounds
- Self-confident, decisive, problem solver and forward thinker
- Customer centric approach
- Ability to build relationships with ease