

## REDROW HOMES – SALES CO-ORDINATOR

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### ABOUT REDROW HOMES

Redrow is the UK's fastest growing house builder.

Our purpose is to create a better way for people to live. We care about the quality of homes we build, the people who help us build them, the communities we create and the societies in which we live.

We are looking for high performing people looking to build a career with Redrow.  
At Redrow you will be part of a business that recognises achievement.

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### JOB PURPOSE:

To support the Sales Department by carrying out all post-reservation sales administration processes.

### Scope:

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 in order to achieve the annual turnover forecast for the division.

The Department is also responsible for managing all sales leads generated to their respective Division by Group marketing activity, and closely monitoring conversion rates.

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.

## **Key Responsibilities:**

### **1. Management Information**

- Sales/build forecast information, responsible for collating the sales information, inputting into the Sales Management Information System (SBMS) and providing input into the Sales Board Meetings.
- Produce weekly and monthly reports for Divisional Management Team within specific deadlines. Produce monthly Board report spreadsheet and typed report.
- Assist Head of Sales in monitoring management information reports from independent financial advisers.
- Provide secretarial assistance to Sales Management Team producing letters, memos, reports, spreadsheets, filing as well as general administration for the Sales Department.

### **2. Management Information Systems**

- Authorise reservations and cancellations on SBMS.
- Update SBMS as required with post-sale information e.g. customer extras if not possible for Consultant to input.
- Monitor SBMS ticker-tapes and onwards distribution of points for action.
- Input orders on to the Purchase Order system for all post sale items.

### **3. Part Exchange and other Sales Schemes**

- Communicate with relevant third parties/agencies regarding customers purchasing through Company/Government schemes e.g. Help to Buy and shared equity.

### **4. Post Reservations Admin**

- Produce/post relevant letters and statements and update office (wall) charts as appropriate. Ensure the sales and extraction sheets are completed and kept up to date on a weekly basis.
- Produce and maintain plot files, distribute copies to other departments and contractors.
- Liaise daily with Legal Department regarding exchanges and completions; and provide statements, recording details of the same to assist the Accounts Department.

- Ensure notice letters are served by cut off time of 4pm.
- Liaise as required with Sales Consultants to ensure they have received relevant copies of letters, emails etc requiring their action or regarding their development.
- Register plots with the NHBC and record same on appropriate Company information systems and databases.
- Build mark cover notes/serve notice.

## 5. Other Duties

- Provide back up for Marketing Co-ordinator
6. At all times comply with Company policies, procedures and instructions.
7. 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 Division, Group Legal; and

External: Telephone communication – Purchasers, Utilities and other third parties related to Company/Government Schemes.

**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.**