



SENIOR SALES CONSULTANT



ABOUT THE ROLE


The Senior Sales Consultant is Redrow's 'ambassador' to prospective and existing customers, requiring a professional and courteous image at all times with the aim of making the customer feel important and valued. The job purpose is to promptly respond to all leads generated and aim to achieve required conversion rates; closing sales at the earliest opportunity and best price. The Senior Sales Consultant will be actively involved with all parties to achieve legal completion, and will ensure that properties are ready, to company standards, at handover and that the highest levels of customer satisfaction are delivered.

Responsible for: Sales Consultants / Sales Office Assistant

Responsible to: Area Sales Manager / Trainee Area Sales Manager

KEY RESPONSIBILITIES

- Assisting and supporting the Area Sales Manager to establish and motivate the sales team to deliver company targets
- Mentoring and coaching new starters, supporting them through the induction process
- Ensuring every Redrow customer, experiences first class customer service
- Driving sales of homes and My Redrow options in line with agreed targets for example: legal completions and annual turnover
- Driving performance on Mystery Shopping results and customer service NPS and recommend scores
- Covering for Managers holidays when required
- Taking ownership of your own and team's development in all aspects of internal and external presentation
- Responsible for the customer journey from reservation through to legal completion
 - Promoting the use of specialist new build panel independent mortgage advisors and solicitors to ensure an efficient service for customers and achieving company timescales

- 
- Proactively manage all customer enquiries to ensure sales targets are met., through effective lead management
 - Ensuring that all administrative work and reports are completed in line with company policy and agreed timelines
 - Conducting market research on a monthly basis for both new build and second hand market and assisting others to complete their analysis
 - Ensuring the health and safety of customers and colleagues are in accordance with company procedure
 - Compliant with company procedures
 - Maintaining professional high standards both personally and from a company perspective
 - Building and maintaining excellent working relationships with the site teams
 - Attending pre start and quarterly marketing meetings

THE PERSON

What kind of person are we looking for?

- High performing and self-motivated
- Sales experience in the housing industry would be an advantage.
- Possess exceptional customer service skills
- After sales experience essential.
- Computer literacy essential
- Available to work weekends and Bank Holidays
- Full driving licence and access to vehicle is essential

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.