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| **Job title:**  | Trainee Sales Executive |
| **Department:**  | Sales |
| **Responsible to:**  | Sales Manager / Field Sales Manager |
| **Responsible for:**  | N/A |

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| **Job Role:** To successfully complete the Sales Excellence Training Programme, fully evidencing and implementing knowledge & skills to secure and progress reservations through to completion whilst providing 5\* customer service and ensuring KPI’s are achieved. |
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| **Main Duties and Responsibilities:** 1. **Effective delivery of sales targets:**
* Support the delivery of KPI targets, including but not limited to:
	+ Reservations
	+ Price performance
	+ Days to exchange
	+ Legal completions
* With the support of the Sales Executive, manage negotiations to achieve sales targets with a focus on price improvement
* Ensure all sales that are using schemes are managed appropriately

**2. Compliance with training and regulatory bodies:*** Pro- actively complete all required training within set timescales
* Take responsibility for own learning, ensuring evidence of learning is recorded and

saved* Understand and adhere to relevant industry regulations
* Identify own areas of improvement and highlight to management
* Understand Health and Safety requirements and expectations
1. **Support the delivery of 5\* customer service and experience:**
* Support the Sales Executive in providing an excellent customer journey experience to all customers to achieve 5\* HBF status, excellent Trustpilot reviews, and at least a pass from a mystery shop assessment
* Meet and greet customers and understand how to recognise customer profiles to tailor your approach and build rapport
* Provide knowledgeable information and support with providing thorough show home demonstrations
* Establish customer requirements, needs, and wants to provide relevant information
* Support the Sales Executive to provide and explain all relevant information to customers including plans, products, pricing, specification etc. ensuring that the information is up to date and fully understood, whilst managing customer expectations
* Follow and adhere to the Story Homes customer journey process
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| * Support the Sales Executive in maintaining contact with customers on a regular basis, providing updates on progress, focusing on ensuring an excellent customer journey and providing progress updates
* Undertake customer choices and extras appointments
* Respond to customer enquiries, questions, and concerns in line with the customer journey
* With the support of the Sales Executive, provide knowledgeable and informative new home demonstrations and handovers
1. **Represent and deliver the high-quality standards of Story Homes:**
* Promote the products and homes, highlighting features, benefits and USPs
* Carry out regular plot checks to identify and report quality and presentation concerns to site team and management to maintain quality standards
* Regularly review and maintain site and show home presentation standards and highlight to management any areas requiring improvement
* Take part in weekly site and sales team meetings to discuss presentation standards and actions to take
* Proudly represent Story Homes and promote the company values to all customers and colleagues
1. **Provide accurate and timely information and data to customers and colleagues:**
* Understand how to provide accurate and up to date information, with all customer journey information recorded on the CRM system
* Understand and demonstrate how to liaise and communicate effectively with external bodies such as solicitors and financial advisers to achieve exchange targets
* Attend regular meetings with Site and Sales Managers to ensure processes run smoothly and issues are highlighted, actioned, and resolved
* Understand in detail how to explain and demonstrate working drawings
* Understand the requirements and importance of providing accurate handover information to customers including adherence to company policy and procedures
* Pro-actively gain knowledge and conduct competitor reports monthly on time and accurately
* Support the Sale Executives by identifying and providing Comms and Marketing with customer stories and feedback from marketing campaigns
* Support Sales Executives on site with required tasks
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| **Key Attributes** | Core:* Excellent communication and organisational skills
* Experience in a customer facing role
* Pro-active and self-motivated
* Confident and professional
* High standards of presentation
* An interest in sales and property
* Ability to work as a lone worker
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|  | Desirable:* Ability to learn in a fast-paced environment
* A key interest in new build housing
* Ability to manage good housekeeping
* Desire for development and progression
* Ability to work flexibly
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| **Qualifications/****Experience** | Core:* Experience of working as part of a team
* Experience of working in customer service
* Experience working in a fast-paced environment
* Good literacy, numeracy, and IT skills
* Proven ability to work under pressure and ability to multitask
* Full UK driving licence and own transport
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| Desirable:* History of being proactive and motivated
* Proven ability to prioritise workloads
* Experience working with and maintaining databases
* Previous sales experience
* Experience of CRM systems
* Experience of telephone call handling
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| **I confirm I have read and understood my job description.** |
| Employee Name |  | Date |  |
| Employee Signature |  | Date |  |
| Line Manager Signature |  | Date |  |

I*t is a requirement of Story Homes that all staff work in a flexible manner compatible with their job and in line with the objectives of the company. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the business.*