

# Job Description

<b>Job title:</b>	Senior Sales Progressor
<b>Reports to:</b>	Sales Manager
<b>Responsible for:</b>	Direct line management responsibility

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

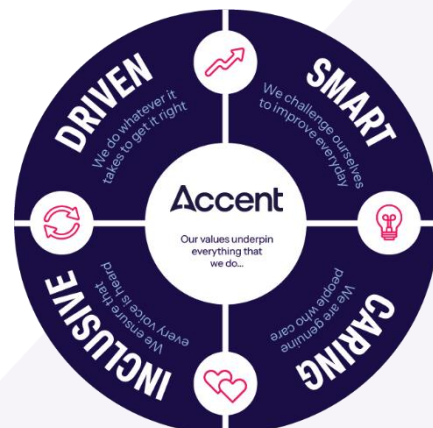
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

The Senior Sales Progressor is responsible for leading, managing and motivating the team at an operational level, working closely with your wider team to ensure smooth transactions for new-build and resale shared ownership properties, along with various secondary and adhoc property transactions. You will play a critical role in ensuring the seamless progression of reservations through to exchange, working with customers, solicitors, and other stakeholders to ensure accuracy and efficiency. In this role, your organisational skills, customer service dedication, and proactive approach will be crucial in achieving our shared goals and meeting performance targets.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As a Sales Progressor, you will exemplify these values in every customer interaction, demonstrating empathy and care while maintaining the highest standards of professionalism and attention to detail. You will approach challenges with a driven and solutions-focused mindset, ensuring that processes are streamlined and efficient for all stakeholders. Inclusion is at the heart of what we do, and your collaboration with colleagues across different teams will be key to fostering an environment where diverse perspectives are welcomed and valued.



## Key Responsibilities and Duties

- Line management of sales progression & support team, consistently offering a positive approach, providing day-to-day supervision and demonstrating strong management skills
- You will deputise for the Sales Manager when required and work together to ensure the Sales Team, in collaboration with the wider organisation, are providing high quality services to customers and selling our schemes effectively in line with regulations and best practice, offering technical guidance and support where required
- Monitor and evaluate both individuals and team performance on a regular basis, ensuring team members know what is expected of them to fulfil their role whilst consistently demonstrating Accent's values and behaviours
- An effective problem solver with the ability to handle unexpected challenges and issues that may arise during the sales process
- Monitor key milestones in the sales process, such as mortgage offers and valuation completions, and update stakeholders and systems accordingly to ensure the efficient progression of each transaction.
- Collaborate closely with solicitors, agents, financial advisors, and other key stakeholders, providing necessary information and resolving any issues that arise during the sales process.
- Maintain up-to-date and accurate data in all systems, enabling effective reporting and decision-making across the sales team.
- Work within established procedures and regulations, ensuring that all sales comply with legal and company requirements.
- Identify potential issues early in the sales process and proactively propose solutions to keep transactions on track.
- Provide excellent customer service, ensuring that customers are kept informed and supported throughout the process, delivering on our promises and exceeding expectations where possible, including responding to compliments and complaints
- Contribute to the ongoing development of the sales team by proposing new ideas, improving existing processes, and sharing best practices to enhance overall performance.
- Support the wider Sales Team by assisting with new enquires, telephone cover and secondary transactions, including staircasing and other post-sales activities, as needed.
- Liaise with our contractors to maintain high quality properties during void periods

## Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.

- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

## The must haves:

- Management experience in a sales environment, ideally within a housing association, estate agency or new homes developer
- Strong organisational skills with the ability to manage multiple tasks and deadlines simultaneously whilst ensuring high levels of customer satisfaction
- A flexible approach to duties that support colleagues and the wider organisation in achieving its objectives
- A high level of resilience to overcome unexpected challenges, identify solutions to problems and resolve customer complaints
- Proficient in Microsoft Office, including Word, Excel, and Outlook, and experience in maintaining accurate database records.
- Excellent communication skills, both written and verbal, with the ability to build positive relationships with customers and external stakeholders.
- Knowledge of the mortgage and conveyancing process

- A proactive attitude, with a commitment to providing exceptional customer service and meeting performance targets.
- Ability to work in different locations and occasional overnight stays dependent on service need and demands of the business
- Access to a car and willingness to travel to support sales events and other activities as required on an adhoc basis

## The added extras:

- Knowledge of the shared ownership scheme and other low cost home ownership schemes
- Knowledge of CRM systems

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.