

Job Description

Job title:	Sales Progressor
Reports to:	Senior Sales Progressor
Responsible for:	No 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.

As a Sales Progressor, you'll work closely with the Sales team to ensure smooth, efficient transactions across our sales programme. From reservation to exchange, you'll coordinate with customers, solicitors, and stakeholders to keep everything on track.

Your organisation, proactive mindset, and commitment to great service will be key to meeting targets and delivering a seamless customer experience. You'll play a vital role in helping Accent

create high-quality homes and thriving communities – bringing ideas and initiative to improve how we work and enhance satisfaction every step of the way.

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

- Serve as the main point of contact for sales progression, liaising with Sales Advisors, customers, and external partners to ensure smooth and timely progress from reservation to exchange.
- Ensure that all necessary documentation, including contracts and mortgage details, is completed accurately and within set timeframes, maintaining clear communication with all parties.
- 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, Help to Buy 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.
- 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.

The must haves:

- Strong organisational skills with the ability to manage multiple tasks and deadlines simultaneously.
- Proven experience in a sales or customer service environment, ideally within the housing or property sector.
- 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 conveyancing process.
- A proactive attitude, with a commitment to providing exceptional customer service and meeting performance targets.

The added extras:

- Knowledge of the shared ownership scheme and other low cost home ownership schemes
- Previous experience working with housing associations or new homes developers.
- Familiarity with property sales processes, including shared ownership and outright sales.
- Access to a car and willingness to travel to support sales events and other activities as required

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.