

# Job Description

<b>Job title:</b>	Senior Sales Consultant
<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.

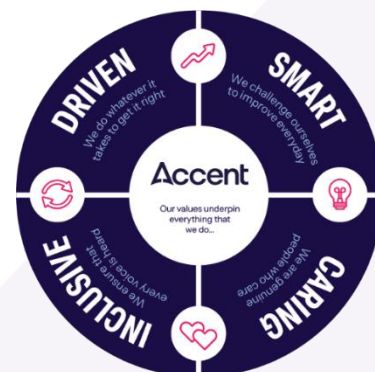
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people 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.

As a Senior Sales Consultant, you will lead and motivate a team of Sales Consultants, ensuring that they perform to the highest standards and deliver on our goals. You will be responsible for driving exceptional customer service, ensuring that our clients have a seamless experience from enquiry to completion. Your leadership will empower your team to meet sales targets, and your dedication to continuous improvement will help us innovate and grow. This role will contribute to the ongoing success of Accent by maintaining high levels of satisfaction and creating positive experiences for our customers.

## 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 Senior Sales Consultant, you will exemplify our values in every interaction, leading your team by example and creating an environment that fosters collaboration, inclusion, and excellence. You will encourage open communication, and your team will strive to offer high-quality customer service in line with our organisational goals. By supporting your team's development and offering a solutions-focused mindset, you will ensure that we continue to meet and exceed our customers' expectations.



## Key Responsibilities and Duties

- Lead and motivate a team of Sales Consultants, ensuring they are well supported and delivering high-quality services to customers.
- Ensure the team meets sales targets across both new build and resale properties, including Shared Ownership and outright sales.
- Maintain a strong understanding of housing regulations and conveyancing processes, providing technical guidance to your team when necessary.
- Oversee the end-to-end customer journey, ensuring an exceptional standard of customer service from enquiry through to completion.
- Provide regular feedback and performance monitoring to ensure each team member is clear on their objectives and continuously improving.
- Actively contribute to sales targets by handling leads and converting them into successful reservations.
- Liaise with internal and external stakeholders, including solicitors and financial advisors, to facilitate smooth sales processes.
- Ensure data accuracy in systems to support effective reporting and decision-making across the team.
- Respond promptly and professionally to customer compliments and complaints, ensuring any issues are resolved efficiently and processes improved where necessary.
- Support the Sales Manager and deputise when required, ensuring continuity of leadership and high standards of service delivery.

## 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:

- Proven experience managing a sales team, ideally in a housing association, estate agency, or new homes development.
- Strong communication skills, with the ability to motivate and manage a diverse team.
- Knowledge of the home buying and conveyancing process, particularly in affordable housing schemes such as Shared Ownership.
- Ability to work flexibly, including outside normal office hours, to meet the demands of the role and customer needs.
- Full UK driving licence and access to a car insured for business use.
- Excellent organisational skills, with a strong focus on customer service and meeting sales targets.

## The added extras:

- Experience working with Microsoft Dynamics 365 or similar CRM systems.
- Ability to manage hybrid or remote teams.
- Willingness to travel and stay overnight as required to meet the needs of the business

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.