

Job Description

Job title:	Sales Consultant
Reports to:	Senior Sales Consultant
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.

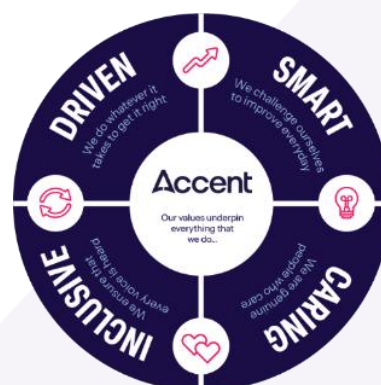
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people 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 Consultant, you will play a key role in securing sales for both new homes and resale properties. You will provide exceptional customer service from initial enquiry to successful completion. You will generate leads, collaborate with the marketing team, and ensure that all transactions are efficient and well communicated. Regular travel is required as you will visit developments across the country to meet customer demands and achieve sales 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.

In this role, you will reflect Accent's values by delivering an exceptional customer experience, ensuring clear and timely communication with prospective buyers. You will work collaboratively with internal teams, including Marketing, to ensure the smooth running of sales processes. Your ability to meet and exceed targets will support Accent's mission to provide excellent homes and services to our customers, helping us build thriving, vibrant communities.



Key Responsibilities and Duties

- Be the main point of contact for our purchasers and potential purchasers.
- Work to convert leads into reservations, working towards targets and KPIs.
- Secure sales of new and resale homes by providing excellent customer service and ensuring all enquiries are managed effectively.
- Serve as the first point of contact for prospective customers, guiding them through the sales process from initial enquiry to completion.
- Collaborate with the marketing team to generate leads and promote available homes, ensuring alignment with the wider sales strategy.
- Maintain up-to-date knowledge of Help to Buy schemes and the conveyancing process, ensuring compliance with regulatory and best practice standards.
- Manage customer queries efficiently, ensuring their expectations are met and their satisfaction remains high throughout the process.
- Work proactively with the wider team to ensure targets are met or exceeded, contributing to the achievement of organisational objectives.
- Establish strong working relationships with internal colleagues, as well as external stakeholders such as solicitors, financial advisors, and developers.
- Ensure accurate data recording in systems to facilitate effective decision-making and reporting.
- Travel regularly to visit developments and meet customer demands, with occasional overnight stays required to support sales activity.

The must haves:

- Demonstrated experience in delivering exceptional customer service in a fast-paced environment.
- Ability to work effectively in a fast-paced environment, whilst remaining motivated in working towards targets.
- The ability to prioritise and organise workload whilst managing a high volume of transactions and ensuring customer satisfaction.
- Strong communication skills and the ability to work collaboratively as part of a team.
- Proficiency in Microsoft Office (Word, Outlook, Excel).
- The role will also require flexibility and regular working outside of normal office working hours to meet our customers' demands and ensure targets are met.
- Ability to work in different locations dependent on service need and demands of the service.
- This role requires extensive traveling across our Accent sites and estates and so a full UK driving licence and access to a vehicle is required.

The added extras:

- Experience in a sales environment, ideally within a housing association, estate agency, or new homes developer.
- Knowledge of Shared Ownership schemes and secondary homeownership transactions such as staircasing.
- Knowledge of the home buying and conveyancing process.

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.