L&Q Group

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| Role title | Sales Associate | Date | 05/08/17 |
| Reports to Title | Field Sales Manager | Version | 2 |
| DBS Disclosure Required:No |
| Responsibility for End Results |
| To maximise sales and income opportunities for L&Q through the selling of various products including shared ownership and outright sales new homes developments, and maximising rental income when letting intermediate market rent (IMR) schemes. |
| Key Responsibilities / Deliverables: |
| Main Accountabilities: List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  | *Time**(%)* |
| Leadership and management including customer service/ values - Deliver excellent customer service focused on delivering L&Q’s programme of sales primarily to new customers and in line with L&Q’s values. Act as the direct contact point for potential purchasers, potential tenants and customers in general. Manage enquiries from customers for specific developments and take those customers through the purchasing process through to completion. | 25 |
| Strategy/ achieving objectives – Achieve scheme-specific sales targets on a monthly, quarterly and annual basis. Develop and maintain a thorough knowledge of allocated new build sales sites and the surrounding location through individual research, liaison with the Delivery Team and through attending relevant site meetings. Maximise sales opportunities by directing customers to the correct products for their needs across all availability within the L&Q sales portfolio. Arrange and conduct viewings of properties within agreed policies and procedures. Make sales allocations and take reservations in line with policies and eligibility criteria. Co-ordinate the information required for solicitors to create the legal sales pack for purchaser’s solicitors.  | 25 |
| Working with others – internal – Liaise with the Marketing teams to request marketing literature and activities. Collaborate with divisional colleagues and those within the wider L&Q group. | 15 |
| Working with others – external – present a professional image on behalf of L&Q at all times. Instruct solicitors on sales and progress chase the sales through to timely completions. Liaise with solicitors, financial advisors and other third parties during transactions. Develop and influence relationships with key stakeholders and partners, representing L&Q at events and meetings as required and promoting the reputation and values of L&Q. | 15 |
| Budgetary responsibility - Contribute towards the control of budgets within the function. Contribute to meeting the divisional business plan. | 5 |
| Compliance – Ensure up to date knowledge of the requirements of the Property Misdescriptions Act 2013. Carry out all duties with full regard to and in accordance with the Property Misdescriptions Act 2013, Data Protection Act, Financial Services Act and any other relevant legislation. Ensure own compliance in respect of H&S, regulatory and governance compliance. Adhere to relevant statutory and regulatory provisions. | 5 |
| Records and systems - Deliver with 100% accuracy weekly, monthly, quarterly and annually the KPI’s you are responsible for. Maintain the necessary relevant L&Q records and systems. | 5 |
| Risks - Manage risks associated with areas under the jobholder’s control. Ensure that effective controls are in place to highlight and limit risk.  | 5 |

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| Financial Responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable. |
| Work within the expenditure authority levels to which your role is accountable. |
| People Responsibility: Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | *Direct Reports* | *Indirect Reports* |
| Total Employees | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. |
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| Technical Knowledge/Skills  |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications |
| Knowledge of the compliance and legal requirements within the sector - Essential  | First class negotiation and influencing skills gained in a similar environment - Essential |
| Proven track record of high end property sales experience gained from a public facing, target driven environment e.g. estate agency or house builder – Essential | Demonstrable organisational and planning skills linked to accurate reporting – Essential |
| Overall professional presentation at all times on a personal and customer facing level - Essential | Educated to degree level – Desirable |
| Proven track record of providing high levels of customer satisfaction - Essential | Excellent written and oral communication skills - Essential |
| Computer literate with a good proven competency in MS Office - Essential | Presentation and Networking Skills - Essential |
| Demonstrable collaboration and stakeholder management - Essential | Able to demonstrate financial and commercial acumen - Essential |
| L&Q Values |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| People |
| We care about the happiness and wellbeing of our customers and employees |
| Passion |
| We approach everything with energy, drive, determination and enthusiasm  |
| Inclusion |
| We draw strength from our differences and work collaboratively |
| Responsibility |
| We own problems and deliver effective, lasting solutions  |
| Impact |
| We measure what we do by the difference we make  |
| Other  |
| Commit to supporting L&Q’s environmental policy and social missionI will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks |