**Job Profile Information:**

**This supplementary information for Sales Programme Assistant is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 – Zone 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Reporting into the Head of Sales, the Sales Programme Assistant’s role is to assist the Sales team in the efficient administration and management of all current, and upcoming projects in the current pipeline. Providing accurate data in relation to the housing market and producing this information for sales reporting and updating spreadsheets working closely with the Digital Marketing Assistant.

Progressing sales and managing the conveyance process ensuring that all parties are being kept well informed.

We need someone who can provide assistance and support to:

* Analyse our current Sales and marketing Strategy
* provide analytical and accurate housing market information
* produce monthly sales spreadsheets based on market research
* progress sales
* Create and maintain a central sales database

They will need to be enthusiastic, energetic, organised and self-motivated.

**Example outcomes or objectives that this role will deliver:**

* To support the delivery of a full sales and marketing service, ensuring sales performance meets required targets with instructed selling agent and CIP programme
* To assist with the delivery of our sales progression, updating help-to-buy system pre and post completion and working with internal teams to deliver and exceed our targets
* Focus on customer care, keeping customers informed and updated of any relevant changes or progress
* Establish and maintain good working relationships with internal and external colleagues, providing advice and support where needed
* Update Northgate internal system with buyers completion details
* Work alongside Head of Sales to assist with new start on-site property file set up develop effective system for reporting sales figures on phased larger developments.

**Key responsibilities**

* Data entry and analysis, providing statistical date in relation to the current housing market.
* Create and maintain spreadsheets for the purpose of data analyses and financial forecasting
* Liaison with third party suppliers and monitoring housing marketing using Rightmove, Zoopla and other media channels.
* Development and maintenance of sales spreadsheet and progress Sales from Reservation through to completion.
* Effective liaison with other teams across the organisation to ensure the CIP programme needs are met.
* Site appraisals and visits
* Attend weekly Sales and Marketing meetings with Sales agents and creative design agents.

**People Management Responsibilities:**

The Sales & Programme Assistant will play a vital role in supporting the sales function for The Camden Collection developments in the London Borough of Camden. There are no management responsibility as the role is reporting into the New Homes Sales and Marketing Executive, but they will liaise with selling agents and solicitors supporting our sales programme administration on new build developments with selling agents.

**Relationships:**

Excellent communication skills and the ability to build a strong relationships with our internal customers is a must, while working towards agreed targets and timescales. The ideal candidate will be competent using a CRM system and possess good general IT skills.

This role will assist the sales team in development launches, selling off plan and achieving all sales targets and managing the developments.

**Work Environment:**

The post holder will be required to work in an agile way in line with Camden’s move to paperless and flexible work environment. The post holder will be largely office based and will be required to attend site visits with the development and sales team as and when required.

**Technical Knowledge and Experience:**

**(***E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)*

You need to have good communication skills – oral and written and an eye for detail as accuracy is really important. You also need to be IT literate and have an interest in new homes and able to work in a busy and challenging environment.

* Research skills
* Experience of working with spreadsheets at an advanced level
* knowledge of GDPR and its importance within the work place
* Experience of progressing sales and conveyancing process
* You must have a strong eye for detail and understand the current housing market
* MS Office skills at an advanced level
* Time-management Skills

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure**