



Working better together
for our residents

Progression Executive

> Homes > Development and Sales

What's it all about

As Progression Executive, your role is to manage the sales pipeline and guide buyers through the sales conveyancing process, ensuring targets are met and an outstanding customer experience is delivered. You will be responsible for the progression of shared ownership and private sales from instruction to exchange and completion, ensuring compliance with relevant guidelines.

Reporting to the Sales Progression and Voids Manager, you will collaborate with both internal and external stakeholders to achieve sales targets through strong customer relationships.

How you'll make a difference

Your role is vital in ensuring a seamless sales progression process, leading to successful exchanges and completions. By providing excellent customer service and maintaining effective communication with all parties involved, you will help NHG meet its sales targets and deliver a positive buying experience for customers.

How you'll do it

- **Compliance:** Ensure all sales are fully compliant with GLA guidelines. Prepare legal documents for execution and assist with mortgage offers.
 - Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
 - Hybrid arrangements - at least two days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.
- **Sales Progression:** Guide and coordinate buyers through the sales conveyancing process, ensuring a smooth transition from instruction to exchange and completion. Manage the sales pipeline and provide progression administration support.
 - **Customer Experience:** Deliver outstanding customer service throughout the buying process, ensuring customers are well-informed and supported. Monitor and report on group exchange and completion targets.
 - **Collaboration:** Work closely with the Head of Sales, Sales Executives, and other internal teams, as well as developing successful relationships with external partners to meet exchange deadlines.



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All about you

Qualifications:

N/A

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level

Essential knowledge, experience and skills including qualifications and professional membership

Professional Expertise:

- Experience in sales progression and conveyancing processes.
- Knowledge of GLA guidelines.
- Proven track record in managing sales pipelines and achieving targets.

Skills:

- Effective communication and customer service skills.
- Strong organisational and administrative abilities.
- Proficiency in IT skills, including MS Office.