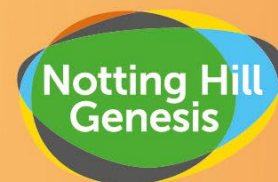




Sales Project and Support Coordinator



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> Directorate > Team/department

What's it all about

As the Sales Project and Support Coordinator for the Sales, Marketing and Home Ownership Progression department, you will be responsible for providing organisational, administrative and collaborative support to the team.

Reporting into the Sales Project and Support Manager, you will facilitate the smooth running of day-to-day activities and ensure NHG sales deliver an effective, compliant and customer focused service to buyers, stakeholders, and suppliers.

How you'll make a difference

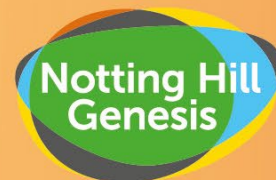
Your role requires high attention to detail and organisational skills. You will be able to work agilely and effectively to meet the needs of the team to facilitate a seamless customer journey.

How you'll do it

- **Finance Support:** Processing supplier invoices, customer refunds, incentives, and complaints payments via myFinance, Pay360 and Workwise.
- **Void Billing:** Work alongside the Sales Project & Support Manager to manage all bills for void properties.
- **Document handling:** Support the Sales Project and Support Manager with sales data and documentation for CDD checks and audit
- **Administrative Support:** Provide support to wider team with site supplies, orders and other ad hoc responsibilities.
- **Event Planning:** Plan and organise meetings, workshops, and events, ensuring readiness and follow-up on actions or decisions.
- **Confidentiality:** Handle confidential and sensitive material, documents, and information with discretion and confidentiality, ensuring appropriate protocols are followed.
- 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.



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All about you

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 (delete as necessary).

Essential knowledge, experience and skills including qualifications and professional membership

Experience:

- Experience of effectively dealing with changing priorities and arrangements, including coordinating the work of others.
- Experience in using finance systems and raising purchase orders
- Proven experience in delivering excellent customer service

Skills:

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