

What's it all about

As a Sales Executive in Sales and Marketing, your primary responsibility is managing leads and prospective purchasers to convert these leads into sales across the Notting Hill Genesis sales programme. You will ensure that customers have an outstanding experience throughout the buying process, while maximising sales revenue and achieving sales targets.

How you'll make a difference

You will play a key role in driving sales for new build Shared Ownership and Private Sales (open market) properties. Your efforts will ensure that customers receive exceptional service, which will enhance their satisfaction and trust in Notting Hill Genesis. Your ability to manage leads efficiently and coordinate with various teams will significantly impact the overall success of the sales programme.

How you'll do it

- **Sales management:** Set up and coordinate viewings, ensuring developments are open and available for viewings five days a week until the final home is sold. Collaborate with the Marketing Executive on launch day logistics and ensure all necessary information and marketing collateral are prepared.
- **Off plan sales:** Minimise void time by working towards off-plan and sales targets, making outbound calls to potential purchasers to maximise conversion rates, and conducting competitor analysis to influence ongoing marketing.
- **Compliance:** Ensure compliance with governing body regulations and requirements, keeping the sales CRM up-to-date, and working closely with local authorities to cascade eligibility for sales.
- **Move in experience:** Conduct regular inspections on unsold units, reporting defects or repairs as necessary and maintain the

presentation of show homes and external areas.

- **Customer service:** Deliver exceptional customer service by responding to enquiries promptly, resolving complaints on first contact, and conducting personal home tours and key handovers. Work with the Customer Experience Executive to improve customer satisfaction and provide feedback to enhance customer experiences.
- **Relationships:** Build and maintain effective relationships with internal teams, local authorities, solicitors, sales agents, IFAs, developers, and other NHG departments. Represent NHG at public events.
- 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 three 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.

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

Essential knowledge, experience and skills including qualifications and professional membership

Professional expertise:

- Experience of working within a target-driven, sales environment.
- Experience of working in a customer-facing environment with a strong track record in hitting targets.
- Understanding of the conveyancing process in England and affordable home ownership products.

Skills:

- A strong and confident negotiator with the ability to present complex information in plain English.
- Excellent customer service skills, self-motivation to achieve targets
- **Intermediate** IT and systems skills including Microsoft office