

**Job Code: 705a      TRAINEE SALES EXECUTIVE**

**Reporting to:          Regional Sales Manager/Senior Sales Executive**

**Purpose:**              To sell houses within an agreed budget in terms of cost and timescales whilst maximising revenue

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<b>Achieving Results</b>
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- Customer satisfaction identified via 'In-House' and NHBC Survey results
- Sales Targets
- Conversion of Sales to Completion
- Compliance with Sales Policies and Procedures

<b>Managing the Process</b>
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- Dealing effectively with sales enquiries to maximise the conversion rate from enquiry to reservation
- Use of effective selling skills by using the four stages of selling; i.e. Meet & Greet, Qualify, Demonstrate and Close
- Maintain the CRM sales system as specified by the Regional Sales Manager
- Be proactive in managing, identifying and achieving sales through the Help to Buy; Helping Hands and Part Exchange process
- Achieving sales through the use of support agents by developing their knowledge and skills in new homes sales
- Achieve contract and legal completion targets
- Maintain up-to-date understanding of:
  - Local marketplace:
  - Market conditions
  - Demographics
  - Competitor activity
  - Second-hand market
- Keep control of the sale through the use of recommended solicitors and independent financial advisors
- Prepare timely and accurate reports and returns as required by the Regional Sales Managers
- Attend and provide appropriate information at meetings
- Health and Safety - All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.
- Equality & Diversity - All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

### Serving the Customer (Internal and External)

- Carry out home demonstrations as and when necessary in accordance with Lovell procedures
- Building good working relationships with other project team members to ensure achievements
- Follow the Lovell Customer Care procedure to ensure customer satisfaction and repeat business

### Delivering Quality

- Conduct sales tasks in accordance with the Lovell Sales Policy, LIBMS and regional Sales, Policies and Procedures Manual
- Ensure compliance with Health & Safety procedures
- Maintain sales area presentation to the highest standard in line with the Sales Policies and Procedures Manual
- Monitor product quality and design and make recommendations for improvement where necessary

### Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Able to work under own initiative			
Essential communication skills and telephone manner			
Understand of the house purchase process			
Analysis of demographics			
Questioning technique			
Organisation Skills			
Administration Skills			
Interpersonal Skills			
Knowledge of Financial products			
Knowledge of Data Protection			
Knowledge of PMA			
Knowledge of Money Laundering			
Knowledge of legal process			
Microsoft Word			
Microsoft Excel			
Microsoft Outlook			
CRM / Sales Workbench			

## TRAINING MATRIX

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development site in INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.

Name of Mentor Appointed by Regional Sales Manager \_\_\_\_\_

- PAVES - 2 years review
- Emergency First Aid - 1 day, with refresher every 3 years
- Fire Marshall - every 3 years
- Home Demonstration - within 6 months, 5 yearly
- Consumer Code (NHBC) - within 6 months, 5 yearly
- Consumer Protection Regulations Act
- Customer Journey Training - within 6 months (overview in first month)
- ELearning: HR, Sustainability Awareness, Asbestos Awareness, Sharps Awareness, Manual Handling, Customer Care, Mental Health (Considerate Constructors) - Within 6 months
- Project Plus - overview on induction, followed by job specific detailed briefing
- LIMS Procedures and Standard LIMS Forms Briefing
- Asbestos Awareness (Tutor Session) - every 3 years
- Business Policies and TILES
- CRM
- Sales and Build Monitor Training
- CSCS Card/H&S Test
- Diversity in The Workplace - within 6 months/Year
- Lone Worker - Susie Lamplugh Training