Key facts

|  |  |  |  |
| --- | --- | --- | --- |
| Job title: | Sales Executive | Location: | Ashford, Kent |
| Business: | TW South East | Report to: | Sales Manager |

The purpose of the role

* To take ownership for the delivery of a first class customer experience to all parties involved in the purchase of a new home from Taylor Wimpey.
* To ensure sales meet or exceed target, and profit is maximised for the business.

Key activities: What you will do

* Take ownership of the development, all aspects of presentation and the entire purchasing process.
* Become the reference point for the purchaser, and all other internal and external interested parties from first contact through to the completion of the house sale.
* Promote and provide for the use of company recommended mortgage brokers and solicitors to ensure an efficient service for customers to achieve purchasing deadlines.
* Ensure all administrative and reporting requirements are met according to company policies and agreed time frames.
* Ensure that market research, price benchmarking, advertising, incentives, PR and other marketing events are undertaken proactively to provide the correct pipeline to fulfil agreed sales targets.
* Proactively search for target customers and create appointments. Follow up leads to ensure that sales targets are met and customer satisfaction is measured to the level required by Taylor Wimpey.
* Undertake inspections and introduce the customer to their new home, ensure familiarisation, and ensure the ‘after care’ of those customers at defined intervals following their move-in date.
* Ensure the health & safety of customers, colleagues and other parties whilst on site in accordance with legal requirements and company policy.
* Follow and adhere to company procedures, standards of performance, and the business unit Sales Manual.

Primary network: who you will work with

|  |  |
| --- | --- |
| Internal: | Sales Manager  Site and Production Managers  Sales administration  Other Sales Executives  Technical, planning and commercial departments  Marketing department |
| External: | Customers  Chain purchasers  Independent Financial Advisors  Solicitors  Local estate agents  Contractors/Trades  Marketing agencies |

Key result areas: what your performance will be measured against

Listed below are some of the primary measures of performance:

* Sales against target
* Sales excellence: site presentation
* Customer surveys
* Approved solicitor & Independent Financial Advisor usage

Role scope: your level of autonomy

* Within defined company boundaries, the full negotiation of a house sale with the customer.
* High levels of self-management within the targets set by the Sales Manager.

Other requirements

* The role involves travel which requires a full driving licence and the ownership of a car.
* The role requires regular weekend and bank holiday working.
* The role involves using a computer on a daily basis, so computer literacy would be beneficial.

If you wish to be considered for this role then please apply to Tina Taylor, Sales Manager, email: [tina.taylor@taylorwimpey.com](mailto:tina.taylor@taylorwimpey.com) by 5th June 2015.