

Job profile

Job title: Development & Sales Assistant	Responsible to: Senior Development Manager
Salary grade: E Up to £29,203.00 per annum (Dependent on Experience)	Contracted Hours: 37 (12-month Fixed Term)
Responsible for: N/A	Behaviour level: 1 - All colleagues

Purpose of the job:

The Development & Sales Assistant is responsible for supporting the delivery of South Lakes Housing's (SLH) development programme and the effective delivery of the affordable home ownership and sales service.

Providing excellent internal and external customer liaison and business support, this role will provide the key interface between the development and sales function, the wider SLH team and our customers. The Development & Sales Assistant will coordinate the delivery and handover of new build properties, assist and support shared ownership sales, support the defects and aftercare process and maintain and update development scheme records.

Key accountabilities:

1. Work with the Development Team to deliver the sales programme across shared ownership (SO), leasehold, Right to Buy (RTB) and Right to Acquire (RTA), while supporting wider development activity to bring new homes forward to completion and handover.
2. **Customer and Stakeholder Communication** – Oversee sales inboxes, marketing communications and customer liaison, maintaining consistent and timely communication with customers, partners and stakeholders.
3. **Right to Buy / Acquire** - Oversee RTB cases and support any RTA sales, ensuring compliance with legislation, accurate record keeping and efficient progression of applications.

4. **Leasehold Sales and Transfers** - Oversee leasehold resales and transfers, including certificates of compliance, LPE1 forms, CX updates and financial records.
5. **Shared Ownership Administration** – Support the full SO sales process from advertising and enquiries through to reservation, customer viewings and sale completion.
6. **Customer Aftercare and feedback** - Support post-sale defect reporting, follow-ups, and feedback gathering, liaising with customers, developers, contractors and the Development Team to ensure timely resolution and service improvement.
7. **Marketing and Promotion** - Produce and update sales brochures, online listings and promotional materials. Track marketing spend and coordinate with internal and external partners.
8. **Property and Administrative Support** - Carry out property checks, maintain accurate records, process valuations and invoices, support handovers and audits and assist with arranging meetings and taking notes for Development and Sales activities.
9. **Record Management and Compliance** - Keep secure, accurate records of contracts, deeds and case files in line with SLH, planning, Homes England and legal requirements.
10. **Teamwork and Improvement** - Contribute to process and policy improvements, data quality and customer experience across the sales and development functions.
11. **Health, Safety and Wellbeing** - Ensure all site visits and viewings follow SLH's Health, Safety, and Wellbeing procedures.
12. **Training and Flexibility** - Attend relevant training and work flexibly, including occasional weekends, to support open days and customer viewings.

Person specification

Job title Development & Sales Assistant		
Criteria	Essential / Desirable	Method of Assessment
Qualifications		
5 GCSEs or equivalent through experience or qualification in role-related subject	E	CV
Business administration or related NVQ	D	CV
Evidence of continued professional development	E	CV/I
Driver's license	E	I
Knowledge, skills, and abilities		
An understanding and developed working knowledge of computer systems including Excel, Word, and Teams	E	CV
An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH	E	I
Sales experience	D	CV
Excellent administrative and organisational skills	E	I/ST
General understanding of the development process	D	I
General understanding of affordable home ownership products	D	I
Excellent communication skills	E	I/ST
Statistical reporting skills and management of data	E	CV/I
Knowledge and/or experience of performance management systems	D	CV/I
Ability to communicate with and influence people	E	I/ST
Engaging key stakeholders and customers in communications and negotiations	D	I
Is a role model to other colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	I
Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i>	E	I
By living our behaviours every day, our colleagues, managers, and senior managers are living our shared SLICE		

<p>values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> • Genuinely care • Take responsibility • Have respect • Be adaptable • Work together • Be curious • Make it happen • Always improving 		
	<p>E – Essential D – Desirable</p>	<p>AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave</p>
<p>Please note: No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p>Role profile prepared by: Chief Executive</p>		
<p>Review date: December 2023</p>		
<p>Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		