

Role Profile

Job Title	Coordinator – Sales and Marketing		
Reporting into	Team Leader – Sales Coordinator Hub		
Directorate	Development	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Coordinator – Sales and Marketing, you will assist the Team Leader – Sales Coordinator Hub, to provide an efficient and comprehensive administrative, secretarial and support service to the Development Sales and Marketing teams.

You will provide administrative support maintaining and updating accurate records, investigating and resolving issues in a customer focussed way. Acting as the first point of contact for colleagues and team members across Shared Ownership/Open-Market, Resales and Staircasing, giving guidance and signposting appropriately.

Key Areas of Responsibility:

- Provide comprehensive administrative and support service for all sales teams across development - delivering in line with targets, budgets, policies and operational standards.
- Manage the purchase order process for 3rd party contractors in relation to required sales services.
- Support the Sales teams in the delivery of excellent customer service for both internal and external clients.
- Assist the Sales Consultants with keeping the customers updated throughout the sales process.
- Manage the shared mailbox's and respond to all queries in a timely & professional manner.
- Managing your own workload with minimal supervision.
- Element of digital marketing, which includes updating information on our website and property portals.
- Establish, maintain and administer accurate records electronically and manually in-line with company and statutory requirements in order to be able to process and interpret information accurately.
- Ensure that you understand the business purpose and how you contribute to achieving it.
- Complete the relevant documentation to allow new properties and tenancies to be set up on the computer systems such as CX & Sharefile & third-party platforms.
- Effective and efficient administration of Staircasing, buy-back and equity loan cases, in line with all relevant policies and regulatory and legislative guidelines.
- Assist the sales and marketing teams with all new launches including brochure preparation, open event's and marketing information.

- Coordinate the new releases, reservations and completion process to include liaising with independent valuers, preparing and updating all relevant valuation and reservation completion statements, advance rents and Memorandum of sales.
- Assist the Team Leader – Sales Coordinator with all contracts before completion and review the contract register to ensure completed documents are downloaded and stored in line with company procedures.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Good level of knowledge and experience of MS office and CRM database systems.
- Previous experience in a busy administration/ coordinator role.
- Marketing experience. (D)
- Understanding and experience of property sales. (D)
- Excellent communication skills, written and verbal, with the ability to liaise with a wide range of internal and external stakeholders.
- Knowledge and understanding of data protection regulations in a sales environment.
- Good organisation skills and ability to prioritise work and meet agreed time scales.
- Team player who can also work on their own initiative.

Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.

Safeguarding and Lone Working:

- N/A.

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.



We communicate effectively

We ensure effective flow of information and ideas

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.