



Job Description

Sales Assistant

As Sales Assistant you will be providing a range of administrative support for the Sales Manager. You will also be carrying out a range of direct sales activities on two days per week when the Sales Manager is absent. You will do this within the context of ensuring that all actions are ethical and professional and in line with the Summerset Sales Academy and relevant policies and procedures.

This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.



STRONG ENOUGH TO CARE



ONE TEAM






STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Sales
Department / Team	Sales
Reporting Line	Sales Manager
Contribution / Responsibilities	<p>Whole of Village As Sales Assistant, you will have a good overview of sales activities and planning within your village as a result of working closely with the Sales Manager. You will also liaise with the Sales Specialist, Village Manager and other village staff so that there is a streamlined and collaborative approach demonstrated through strong and positive communications. Your day-to-day actions will be highly regarded by our existing and potential residents and external stakeholders, colleagues, and staff. You will be expected to liaise closely with the Care Centre Manager (where applicable) for assessment and advice when identifying a potential resident to the village who may need additional clinical support in order to live independently. You will be conversant with the service offerings available to residents and able to sell these with confidence to prospective residents, facilitating the commencement of these services with both clinical and administrative staff.</p> <p>Sales Manager – Site Relief You will work closely with the Sales Manager and provide cover when they have planned (two days per week) or unplanned absences from the village. You will be fully conversant with the features, benefits and legal obligations to a potential client and be able to follow the process through until the documents are ready for final signing by the Sales Manager.</p> <p>Administration and Support You will provide primary administrative and practical support to the Sales Manager within the village and will include such tasks as:</p> <ul style="list-style-type: none"> • Setting up villas for sales • Compilation of documentation • Database development and ongoing management • Administrative tasks associated with Open Days • Follow up telephone messages and emails <p>Sales and Reporting You will administer sales activities in collaboration with the Sales Manager and Group Sales Manager ensuring that all legislative and business requirements and standards are met. You will be responsible for ensuring that:</p> <ul style="list-style-type: none"> • You are fully knowledgeable and able to sell the features, benefits and outline the legal obligations (including ORA) to potential clients (but not sign the final legally binding documents). • Potential customers and their families feel valued and respected throughout the sales process • Your communications are open, honest, and transparent • Up to date customer and community database information is maintained as agreed with your Sales Manager relating to your specific Village and region. • A detailed and targeted weekly plan is documented and tracked. • Regular reporting on sales against target is provided to the Sales Manager or Group Sales Manager and other stakeholders as directed/agreed. • Act as a role model and champion for instilling a customer service culture in the village. • Represent Summerset to customers and residents in the village and will be seen on site supporting the team. <p>Family Liaison In the absence of the Sales Manager, you will be a key point of contact with families of former residents regarding refurbishment and selling of villas and apartments up until the point of ‘move in’ and documented resident hand over. The key objective being to maintain excellent family and wider customer base relationships and be recognised as the “best in category” in terms of how we work with families during the resale process. You will also be responsible for reporting to outgoing residents or their legal representatives (EPOA or Executor) as per legislation.</p>

	<p>Other This job description includes the main duties and responsibilities of the role however you will be required to do other tasks and duties, that would reasonably fall within responsibilities and skills of the role, at the request of your line manager.</p>
Health & Safety	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors, and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
Qualifications and Experience	<ul style="list-style-type: none"> • Positive "can do" attitude • Demonstrated sales ability incorporating ethical standards • Excellent interpersonal skills and emotionally resilient • A genuine interest in working with older people and a positive attitude to Ageing. • Computer literate (Word, Excel/Microsoft Office) • Business Acumen • Competing to win • High standards of personal presentation
Relationships	<ul style="list-style-type: none"> • Existing Residents and Families • Potential Residents and Families • Local community organisations relevant to our target market • Village Manager, Care Centre Manager and onsite team • General Manager Sales • Group Sales Manager • Wider Sales Team • Regional Operations Manager • Marketing and Communications Team • Legal Executives • Property Team

Values		
 STRONG ENOUGH TO CARE We treat our residents like family. We do what's right. We respect people as individuals.	 ONE TEAM We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 STRIVE TO BE THE BEST We work hard. We like to win. We're always learning and improving.

Competencies	How you demonstrate this
Collaborates	Builds partnerships and works collaboratively with others to meet shared objectives.
Communicates effectively	Develops and delivers multi-mode communications that convey a clear understanding of the unique needs of different audiences.
Customer focus	Builds strong customer relationships and delivers customer-centric solutions.
Interpersonal savvy	Relates openly and comfortably with diverse groups of people.
Persuades	Uses compelling arguments to gain the support and commitment of others.
Plans and aligns	Plans and prioritizes work to meet commitments aligned with organisational goals.
Being resilient	Rebounds from setbacks and adversity when facing difficult situations.
Resourcefulness	Secures and deploys resources effectively and efficiently.
Tech savvy	Anticipates and adopts innovations in business-building digital and technology applications.
Instills trust	Gains the confidence and trust of others through honesty, integrity, and authenticity.