

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.

Business Unit: Sales, Marketing & Communications
Department/Team: Sales
Budget: No
Reports To: Sales Manager
Direct Reports: No

Our Culture, Our Values, and Our Shared Promise

At Summerset, it's the passion and dedication of our people that bring our villages to life. Across all our roles, we work together as one team to create the best possible life for our residents. Our vibrant culture is grounded in our values and~~,~~ shaped by what our people have told us they value most about working here.

Our values: One Team + Strive to be the best + Strong enough to care = ***Bringing the best of life.***
B.I.I.G promises you can expect to receive in return for your hard work and commitment to Summerset:

BELONG You will belong to a supportive team dedicated to creating vibrant villages & communities.	**IMPACT** You will make a meaningful difference in the lives of our residents, giving them a fulfilling & comfortable future.
INCLUSION You will be valued for your unique skills, talents & background.	**GROWTH** You will join a leader in a growing industry. As we grow, you can grow with us.

Leadership Capabilities

Whether you're leading yourself, leading a team, or leading the organisation, the Summerset Leadership Framework describes that behaviours that make us a high-performing and thriving organisation.

LEADING INCLUSION We lead with respect and kindness, support each other through challenges, and foster inclusive, trusting environments.	**LEADING GROWTH** We seek feedback to grow, own our career journeys, and embrace change as a catalyst for learning and improvement.

LEADING IMPACT We work with purpose, plan and collaborate to deliver, and continuously seek better ways to innovate and improve.

LEADING FOR SAFETY We strive to lead safe people, safe places and safe systems, to protect our people and contractors, our residents, and our visitors from harm.

Contributions and Key Responsibilities

These are the key activities you'll be responsible for in this role.

Whole of Village

- Work closely with Sales Manager to establish and maintain a good overview of sales activities and planning within your village.
- Liaise with relevant stakeholders (including but not limited to Sales Capability Specialist, Village Manager, other village staff) so that there is a streamlined and collaborative approach demonstrated through strong and positive communications
- Produce actions that are highly regarded by our existing and potential residents and external stakeholders, colleagues, and staff.
- 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
- 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

Sales Manager – Site Relief

- Work closely with the Sales Manager and provide cover when they have planned (two days per week) or unplanned absences from the village
- 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.

Sales and Reporting

- Administer sales activities in collaboration with the Sales Manager and Group Sales Manager ensuring that all legislative and business requirements and standards are met
- Be 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).
- Ensure potential customers and their families feel valued and respected throughout the sales process
- Show open, honest, and transparent communication
- Ensure customer and community database information is up to date and maintained as agreed with your Sales Manager relating to your specific Village and region.
- Document and track a detailed and targeted weekly plan.
- Provide regular reporting on sales against target 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.

Administration and Support

- Provide primary administrative and practical support to the Sales Manager within the village
- Set up villas/suites for sale and ensure showrooms are well presented, including cleaning and tidying if and when necessary.
- Compile sales documentation
- Develop and manage databases
- Provide administrative tasks associated with Open Days
- Follow up telephone messages and emails

Family Liaison

- 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.
- 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
- responsible for reporting to outgoing residents or their legal representatives (EPOA or Executor) as per legislation

Experience, Attributes and Qualifications

- Positive "can do" attitude
- Demonstrated sales ability incorporating ethical standards
- Excellent interpersonal skills and emotionally resilient
- High standards of personal presentation
- 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

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

