


<h1>Job Description</h1>		
Job Title	Senior Sales Progressor	
Reports to	Sales Progression Manager	
Location	Hybrid or Remote Options (We're based in Bishop's Stortford, Hertfordshire)	

Why this role is important

As an operationally critical part of our success the Sales Progression Team have responsibility for ensuring that our estate agent clients and their valued customers have the best possible experience throughout the conveyancing process and reach the point of exchange of contract and subsequent completion of sale and purchase as quickly and as smoothly as possible .

Core responsibilities

- Adhere to our systematic workflow processes and operational standards
- Maintain professionalism at all times and care deeply about our clients and making a difference
- Build trust and grow relationships with all relevant parties involved in the process
- Managing the progress of transactions from the point of instruction through to completion
- Chasing solicitors/legal conveyancers for task and milestone updates throughout the duration of the transaction and managing the inputting of accurate progress information into our system
- Providing guidance to sellers and buyers in the conveyancing process
- Ensuring that agents and clients are kept well informed of case progress and any critical issues are escalated or handled appropriately
- Delivering excellent customer service at all times
- Establishing, tracking and reporting key milestones and providing appropriate updates, plus taking appropriate action when required to help expedite issues
- Maintaining relevant information to appropriate reports and spreadsheets with attention to detail
- Proactively calling buyers, sellers and estate agent clients on a weekly basis (or agreed cadence) and diligently managing internal systems appropriately
- Being an advocate and wanting a broader interest in shaping our success and growth journey
- Understanding and adhering to routine and escalation processes
- Attend all meetings and be open to additional learning and training, as maybe required

You will be/have:

- Personable and confident (especially on the telephone)
- Self-motivated with a natural bias-for-action and an ability to use own initiative
- Professional, unambiguous and succinct communication skills (verbal and written)
- Proactive, with a natural sense of urgency when required
- Exceptional attention to detail in all tasks
- Strong customer service skills with a degree of resilience and ability to 'push back' diplomatically at times to help progress stalled items/processes
- Ability to focus and a positive can-do attitude

- Experience working within a professional, office environment.
- Computer/IT literate
- Ability to multi-task and prioritise
- Someone who cares deeply, is good with people and flexible when needed

Main Accountabilities

To ensure that all core duties detailed above are delivered successfully and consistently
Responsible for the Health and Safety of yourself, the team and those around you.

You are required to act in a way that does not subject any other employees, potential employees, workers or clients to direct or indirect discrimination, harassment or victimisation

Ensure that GDPR and Privacy/Confidentiality practices are consistently observed and adhered to

Competences

Aligning to our Core Values



Momentum

Role Specific Competencies

- Time management
- Building relationships
- Problem solving
- Resilience
- Reliability (we do what we say)
- Initiative
- Proactivity (Bias-for-action)
- Details focussed
- Systematic and well organised
- Process driven
- Flexible when needed – we’re a team!
- Friendly, approachable and caring – as we are too

Desirable Knowledge, Experience and Capabilities

Estate agency, conveyancing or client service experience
Experience working within a professional role
A good understanding of the home moving process
If working remotely, able to stay focussed and disciplined

Working Relationships

This role will have working relationships with: Other Sales Progressor colleagues, Business Operations Manager/s and external working relationships include: solicitors, estate agents, buyers and sellers.