

Job Description		
Job Title	Sales Progression Support	
Reports to	Sales Progression Support Team Manager	
Direct Reportees	N/A	

Summary of Position

As an integral part of the success of our business the Sales Progression Support role will assist the smooth flow of Sales Progression by ensuring new client files are created and accurately input on the system. Your focus will be to ensure that all required data is captured in line with legal and process requirements needed to enable Sales Progressors to efficiently work on the case without any delays due to missing information. You will liaise with new clients, supporting them with the initial legal process and effectively managing their expectations and familiarising them with the upcoming process.

Core Duties

- Adhere to the ASAP workflow processes
- Maintain high standards of accuracy and professionalism at all times
- Ensure all tasks are managed within agreed Service Levels and timescales
- Order relevant property searches on purchase files
- Ensure our partner solicitors are provided with search results and liaising with our search provider regarding queries, where required
- Opening new cases on receipt of memo of sale
- Conducting transaction chain checks
- Managing files where no sale has yet been agreed to ensure clients complete all necessary pre contract tasks enabling a sale to proceed as soon as its agreed
- Ensure all relevant feedback relating to cases that are abandoned or do not proceed is captured in the ASAP systems
- Deal with the creation of Material Information packs when required
- Take telephone payments from clients when needed
- Effectively develop relationships with referring partners
- Liaise with our outsourced partner companies, where required
- Open files on internal systems for Customer Service Advisors and instruct our partner solicitors
- Assisting the sales progression teams where required once all administration tasks have been completed.
- Attend training sessions as and when required

Core Accountabilities

To ensure that all core duties detailed above are delivered successfully.

Responsible for the Health and Safety of yourself and those around you. You will ensure all H&S policies and practices are adhered to escalated in the correct way.

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.

Competences

Core Competencies

Professionalism

Role Specific Competencies

Adaptability

<p>Good communication skills</p> <p>Exceptional attention to detail</p> <p>Strong customer service focus</p> <p>Self-motivated</p> <p>Team player</p> <p>A care for standards</p> <p>Empathetic</p>	<p>Accurate record production</p> <p>Ability to multi-task</p> <p>Diary and task management</p> <p>Confident telephone manner</p> <p>Build and maintain positive relationships</p> <p>Conflict handling</p>
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Desirable Knowledge, Experience and Capabilities

Conveyancing industry knowledge

Estate agency experience

Skills and Qualifications	Career Path*
<p>Essential</p> <p>IT literate</p> <p>Desirable / Working Towards</p>	<p>Progression</p> <p>Sales Progressor</p> <p>Client Services Advisor</p> <p><small>*based on development criteria</small></p>

Working Relationships

This role will have working relationships with: All Sales Progressor colleagues.

Interdepartmental working relationships will include: Client Onboarding,

External working relationships include clients, solicitors, estate agents, vendors