


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

Summary of Position

As an integral part of the success of our business the Sales Progression Team have responsibility for ensuring that the referring agents and their clients have the best possible experience throughout the conveyancing process and reach the point of completion ASAP.

Core Duties

- Adhere to the ASAP Protocol, workflow processes and call standards
- Maintain high standards of accuracy and professionalism at all times
- Effective development of relationships with all relevant parties in the transaction
- Managing the progress of transactions from the point of instruction to completion
- Chasing solicitors for task and milestone updates throughout the duration of the transaction and managing the inputting of accurate progress information into internal systems
- Providing guidance to sellers and buyers on the conveyancing process
- Ensuring that agents and clients are kept informed of case progress
- Ensuring that the chain involved is regularly contacted and the system is updated appropriately
- Delivering excellent customer service
- Establishing and reporting forecasted exchanges monthly to the business and appropriate referring agents
- Adding all relevant information to appropriate reports and spreadsheets
- Calling buyers, sellers and estate agent clients on a weekly basis (or agreed frequency) & noting internal systems appropriately.
- Being an advocate of the company at all times.
- Understanding & adhering to the internal escalation process.
- Attend all meetings and training as required.
- Refer clients to our relevant utility partners.

Behaviours

- Confident.
- Self-motivated and ability to use initiative.
- Professional, clear and succinct communication skills and telephone manner.
- Proactive.
- Exceptional attention to detail in all tasks.
- Strong customer service focus.
- A positive can-do attitude.
- Experience working within a professional, office environment.
- Computer literate.
- Ability to multi-task and prioritise.
- Team Player.

Core Accountabilities

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

Responsible for the Health and Safety of your team, 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.

Ensure that GDPR and Confidentiality practices are observed at all times.

Competences

Core Competencies

This is what ASAP would expect all employees to have (or could be ASAP Company Values put in here)

Professionalism
Communication
Attention to Detail
Customer Service
Team Working
Empathetic
Self-Motivated
Maintains Standards
Time Management

Role Specific Competencies

This is what we expect from the role.

Time Management
Building Relationships
Problem Solving
Resilience

Desirable Knowledge, Experience and Capabilities

Estate agency experience
Experience working within a professional, office environment
A good understanding of the home moving progress

Skills and Qualifications

Desirable / Working Towards

Experience within a remote working environment

Career Path*

CPD

Customer service training

Leadership training

Progression

Team Leader

*based on development criteria

Working Relationships

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

Interdepartmental working relationships will include: Client Services, HR, Training.

External working relationships include: solicitors, estate agents, sellers & buyers.