


<b>Job Description</b>		
<b>Job Title</b>	Sales Progression Team Manager	
<b>Reports to</b>	Operations Manager	
<b>Direct Reportees</b>	Sales Progressors	

### Summary of Position

As an integral part of the success of our business the Sales Progression Team has 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.

As a Sales Progression Team Manager, you will be responsible for the performance of your team. You will do this by leading by example and being the first point of contact. You will recruit, induct, train, supervise, manage, and monitor their outputs making sure they achieve individual targets, and team objectives. Using soft skills to inspire, motivate and offer coaching to ensure that your team has the capabilities, knowledge, tools, and training to deliver an exceptional sales progression service to our clients.

You are responsible for managing the capacity on your team and will be expected to manage the caseload levels of your team members in line with the business requirements. You will be expected to drive files over the line to exchange to achieve company targets.

### Core Duties

#### Operational Management

- Responsible for the day- to-day management of a Sales Progression team.
- Distribute cases across your team members and be involved in introduction calls with estate agents, ensuring caseloads are spread evenly and departmental SLAs are met.
- Weekly reviews on cases should be conducted whilst working on team member's files. Live feedback should be provided and recorded when issues are repetitive.
- Issues highlighted in case reviews should be raised with the Operations Manager.
- Provide an exchange forecast for your team monthly, ensuring they use the rolling forecast function on Hoowla & work with them to achieve the agreed monthly target.
- Ensure forecast meetings are arranged by the sales progressors with key estate agent clients and you attend these to oversee & build a relationship with them also.

- Ensure tracker reports are sent to estate agent clients as and when requested and at the agreed frequency.
- Achieve calculated team quarterly exchange targets.
- Conduct interviews alongside the Operations Manager when recruitment onto the team is required.
- Record all holidays and sickness on Breathe HR.
- Ensure adequate cover for holidays and sickness is provided.
- Report team performance to the Operations Manager.
- Be the first point of contact for service issues and escalate where appropriate to the Operations Manager.
- Collate, monitor, and report on customer behaviour. (Complaints recording)
- Ensure that Company Policies and practices are adhered to.
- Identify ways to improve inefficiencies.
- Assisting the Operations manager/Director when required.
- Endeavour to ensure that the Customer experience is outstanding from the case entering the Sales Progression stage through to completion.
- Work in the office as and when required and attend all operational meetings as required.

### **Leadership Management**

- Responsible for interviewing and recruiting team members in conjunction with senior management.
- Successfully induct new members into the team ensuring new team members are successfully integrated into the business and your team.
- Conduct probation reviews, quarterly performance reviews and set short term objectives with each team member.
- Conduct annual appraisals and set SMART Objectives with each team member.
- Conduct a minimum of fortnightly informal check-ins with each team member.
- Conduct ongoing training with team members, implementing any business changes where required ensuring they are working as efficiently and consistently as possible in line with the business.
- Managing the talent within your team, identifying performance issues and opportunities for development.
- Listen to team members' feedback and resolve any issues or conflicts.
- Provide ongoing support, advice, and guidance to the team, ensuring morale is high and people feel supported at all times.
- Act as the senior point of contact within the office, ensuring smooth day-to-day operations, maintaining professional standards, and providing guidance or support to all staff present—regardless of direct reporting lines
- Ensure the Health, Safety and Wellbeing of your team by being a champion of company procedures and initiatives.
- Encourage suggestions and Kudos.
- Organise and chair team meetings on a regular basis.

- Conduct daily 'Buzz' meetings with the team to encourage self-motivation, recognition and provide team performance updates.
- Be the key motivator for employee engagement within your team.
- Work with the senior Operations team to create a high performance department
- Celebrating success, empowering team members to solve queries independently and creating a culture of success and empowerment.
- Implementing initiatives throughout the year to build a solid and reliable team that work together for the common good of the company and its clients.
- Escalate people issues to the Operations Manager with proposed solutions or next steps.

### **Behaviours**

- Act as a role model, living ASAP's Core Values at all times.
- Confident, approachable, and motivational.
- Professional, clear, and succinct communication skills and telephone manner.
- 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 Building.
- Creates a supportive and inclusive environment.

### **Core Accountabilities**

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

Responsible for the Health and Safety and wellness of your team, yourself, and those around you. You will ensure all H&S policies and practices are adhered to and 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.*

Professionalism

Good communication skills

#### **Role Specific Competencies**

*This is what we expect from the role.*

Leading People

Managing People

Exceptional attention to detail Strong customer service focus Self-motivated Team player A care for standards Empathetic	Building Relationships Communication Decision making Conflict handling Problem Solving Delegation Resilience
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#### **Desirable Knowledge, Experience and Capabilities**

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

<b>Skills and Qualifications</b>	<b>Career Path*</b>
<b>Desirable / Working Towards</b> Experience within a remote working environment Team Leader Qualifications or equivalent	<b>CPD</b> Team Leader/Supervisor Management & Leadership  *based on development criteria

#### **Working Relationships**

This role will have working relationships with: All Sales Progressors & Management.  
Interdepartmental working relationships will include: Client Services, HR, Finance, Training.  
External working relationships include solicitors, estate agents, sellers & buyers.