


Job Description	
Job Title	Sales Progression Manager
Reports to	Operations Manager
Direct Reportees	Sales Progressors



Summary of Position

As a senior member of the Sales Progression Team, the Team Manager plays a pivotal role in driving operational excellence, developing team capability, and supporting business improvements. You will act as the first point of escalation for complex queries, oversee data quality and reporting accuracy, and collaborate with other departments to deliver service enhancements. While carrying a reduced caseload, you will focus on mentoring Seniors and Sales Progressors, piloting new processes, and contributing to long-term operational strategy.

Core Duties

Casework & Client Service

- Carry a reduced but strategically important caseload, including high-value or high-priority clients.
- Act as the final escalation point before the Operations Manager for complex or sensitive cases.
- Ensure exceptional client and agent experience through proactive communication, service consistency, and problem resolution.

Operational Oversight & Reporting

- Monitor and review the accuracy of pipeline data across the team, ensuring forecasts are reliable and up-to-date.
- Analyse performance dashboards and pipeline trends, providing summary insights and recommendations to the Operations Manager.
- Identify recurring bottlenecks in the process and propose practical solutions backed by evidence.

Cross-Functional Collaboration

- Work with all departments to improve communication, onboarding processes, and service delivery.
- Lead pilot projects for new tools, systems, or processes, evaluating outcomes and preparing recommendations for wider rollout.
- Participate in quarterly reviews with the Operations Manager to provide operational insight into service improvements.

Mentoring & Capability Development

- Conduct 121's & Performance reviews with all team members.
- Coach & support all team members.
- Provide structured mentoring to Senior Sales Progressors, supporting their leadership skills and case management expertise.
- Deliver short "best practice" sessions to the wider team on topics such as fall-through prevention, forecasting accuracy, or solicitor relationship management.

- Maintain and update a central library of case studies, training notes, and process guides for continuous improvement.
- Assist with the onboarding and training of new sales progressors into the team.

Business Development Support

- Work with the Operations Manager to develop tailored progression strategies for key estate agent partners.
- Monitor client feedback trends and coordinate follow-up actions to improve satisfaction and retention.

Behaviours

Confident, proactive, and commercially aware.
 Professional, clear, and succinct communicator.
 Exceptional attention to detail in all reporting and client interactions.
 Able to balance operational duties with strategic contributions.
 Motivational and supportive in mentoring others.

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
- Exceptional attention to detail
- Strong customer service focus
- Self-motivated
- Team player
- A care for standards
- Empathetic

Role Specific Competencies

This is what we expect from the role.

- Leading People
- Coaching
- Building Relationships
- Communication
- Decision making
- Conflict handling
- Problem Solving
- Delegation
- Resilience

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

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

Working Relationships
<p>This role will have working relationships with: All Sales Progressors & Management. Interdepartmental working relationships will include: Client Services, HR, Finance. External working relationships include solicitors, estate agents, sellers & buyers.</p>