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| Job Title | Commercial Sales & Lettings Support Officer |
| Division | Regeneration, Economy and Housing Development |
| Directorate | Climate, Homes & Economy |
| Grade | SO2 |
| Reports to | Sales & Commercial Manager |
| Staffing Area/ Responsibility | Housing Regeneration & Delivery; Hackney Housing Company |

Job Purpose

The Commercial Sales & Lettings Support Officer is responsible for supporting the strategic and effective management, development and delivery of the Regeneration, Economy and Housing Development (REHD) Division, which develops new affordable homes for residents across the borough. The post holder will be responsible for providing pro-active assistance and administrative support as part of the Sales and Commercial team. Under the Hackney Sales brand, the team markets and sells the newly built shared ownership and outright sale homes being developed by the Council across the Borough. Additionally the Hackney sales team is responsible for the operational activities of the council's Hackney Housing Company. The Commercial Sales & Lettings Support Officer will also be responsible for the co-ordination and collation of internal record keeping processes to ensure adequate monitoring, auditing and reporting capabilities are in place.

As the first point of contact for support and our customers the Commercial Sales & Lettings Support Officer will also provide excellent customer service and comprehensive information relating to the affordable and private home ownership sectors. You will work closely with internal and external stakeholders to ensure efficient collaborative working practices are effective for the smooth running of the Sales and Commercial service.

The post holder is responsible for:

1. Contributing to the provision of a dynamic, innovative and target driven Sales & Commercial service within the REHD Division.
2. Contributing to the effective and efficient operation of the Sales & Commercial office including the upkeep of the suite of sales documentation, and all associated record keeping.
3. Maintaining and managing information using Google Suite and other ICT packages, databases and electronic document management systems as required, creating reports and sales workflow processes including making recommendations for change to improve efficiency.
4. Provide support to the team on their use of software applications including the bespoke sales CRM and Hackney Sales website and commercial property marketing portals.
5. Be the focal point for all ICT related issues experienced by the team and raising service requests on the Council's helpdesk software and liaising directly with third-party providers.

6. Providing a range of administrative support to the Sales & Commercial Manager, as directed, to ensure the smooth operation of the service and in the event of deviation from Sales and Commercial plans highlight appropriate remedial measures.
7. Assisting in providing credible, accurate and timely reports on a frequency and a format to be agreed. In drafting the reports, highlight issues that could adversely affect the sales programme, either on an individual project or in a wider context to the Commercial Sales & Lettings Advisor or Sales & Commercial Manager.
8. Supporting the production of any required marketing collateral using the Hackney Sales branding and displaying accurate sales data or marketing information in a clear and presentable way.
9. Supporting the organisation, documentation, development and recording of sales related meetings as identified by the Sales & Commercial Manager or Head of Sales & Commercial.
10. Supporting the development and on-going maintenance of any sales risk and issues management documentation.
11. Ensuring all Sales reporting documents are maintained within the project and programme life cycle.
12. Supporting the team of Officers, Consultants and/or Contractors to produce all the agreed sales deliverables (usually defined as outputs in terms of budget, time and quality).
13. Supporting the Commercial Sales & Lettings Advisor and Sales & Commercial Manager with the upkeep of financial forecasts, effective management of project sales budgets, including the processing and recording of invoices.
14. As identified by the Sales & Commercial Manager, liaise with supplier organisations in an efficient and effective manner.
15. Assisting the wider New Homes delivery teams with sales related consultation activities for user and resident stakeholder groups.
16. Assisting the Head of Sales & Commercial and Sales & Commercial Manager with procurement activities ensuring that an audit trail is maintained.
17. Providing support to the Sales & Commercial Manager in respect of FOI, Members Enquiries and Complaint requests to ensure an accurate and timely response.
18. Maintaining an effective Sales and Marketing filing system for both electronic and hard documentation in line with Council best practice protocols and GDPR.
19. Maintaining effective working relationships with key stakeholders within the sales programme including Officers, Professional Advisers and Contractors.
20. Comply at all times with the Council's financial regulations and meet relevant statutory and corporate financial reporting arrangements and control requirements of the Council.
21. Operate at all times in line with established policies, practices and priorities of the Council.
22. Work positively and cooperatively internally and externally to further the best interests of both the programme and the Council.

23. Demonstrate a wholehearted commitment to the organisational values and culture.
24. Consistently promote and apply equality and diversity in line with the Council's policy and procedures, and to ensure that this is demonstrated and maintained throughout all areas of responsibility.
25. Ensure compliance with all Council and legislative protocols.
26. To be aware of, and observe fully and promote the Council's policies relating to health and safety and risk management best practices throughout all areas of responsibility.
27. The post holder will be required to work outside of normal office hours to meet customer requirements and meet sales / lettings targets and may be required to work alone, in line with the department's lone worker processes.
28. The post holder will be expected to undertake such additional duties or responsibilities consistent with the role and grade as may be allocated.

Person Specification

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Skills and Abilities- General

1. The ability to communicate in a confident manner which meets the needs of a diverse audience and in a way that influences effectively and enhances the credibility of Hackney Council and the Hackney Sales brand.
2. Highly developed verbal communication skills, and the ability to write in a variety of formats.
3. Highly competent at managing and reporting from data held electronically for example in spreadsheets and/or other databases.
4. The ability to communicate clearly and succinctly in a way which focuses attention on the key points.
5. The ability to thrive within a performance orientated approach and culture.
6. The ability to create and maintain an environment of trust, good morale and teamwork.
7. The ability to inspire and motivate others to achieve, providing support to improve performance to achieve objectives and goals.
8. The ability to work effectively under the pressure of competing priorities and customer profiles.
9. The ability to maintain the highest standards of sound judgement at all times.
10. The ability to propose new and innovative ways of doing things, recognising and promoting the positive benefit of change.
11. The ability to have awareness of the organisational context and commitment to the Council's organisational values and beliefs.
12. Politically sensitive and the ability to recognise the range of sensitive issues that impact on the service areas.

Skills and Abilities - Sales related

1. Development of practical and achievable plans supported by robust work processes.
2. The ability to use performance review mechanisms to monitor extent of progress and achievement of strategies, objectives and business plans (particularly relating to budget, time and quality levels).
3. The ability to maintain relevant information and systems in critical areas.
4. The ability to analyse information to identify priorities and risks, and recommend and implement action.
5. The ability to ensure that suppliers and stakeholders are aware of the standards, expectations and timescales of the project.
6. The ability to work effectively within clear lines of responsibility, accountability and authority.
7. The ability to support sales projects in a manner that promotes high standards.
8. The ability to appropriately apply effective project and programme management techniques.
9. The ability to set objectives and deadlines while maintaining focus on the key priorities and accountabilities.
10. The ability to support and work within large teams and complex and significant projects.
11. The ability to support the management of any issues that could relate to the sales programme.
12. Skills in problem solving.
13. Excellent organisational abilities.
14. Strong ICT skills.

Knowledge and Experience

1. Previous experience of Local Government, ideally in similar sectors.
2. Previous sales programme and project support or management roles in broadly similar public sector environments (e.g. housing).
3. Knowledge of Assured Shorthold Tenancy standard management practice.
4. Knowledge and experience of project and programme management methodologies, and ideally vocational qualifications in Project Management (e.g. PRINCE2 foundation or practitioner) or similar.
5. Previous experience of working in a target driven environment.
6. Knowledge of direct sales and/or lettings in housing, property, development or urban regeneration either within a local authority, Registered Provider, or in the private sector.

Personal attributes

1. An open and flexible approach.
2. A willingness to learn and share.
3. A calm, dependable and reliable manner that projects competence.
4. A self-starter who can work independently.
5. A positive, 'can-do' attitude.
6. A willingness to challenge accepted norms to improve ways of working.

All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.