

Job Description – Hodsons Estate Agents

Job Title: Sales Consultant (Saturdays)

Department: Estate Agents

Reports to: Branch Manager

Location: Hodsons, 5 Ock street, Abingdon, Oxon, OX14 5AL

Hours: Part time.
8 hours / 9:00 am – 5:00 pm (incs 20 minutes paid break)
Saturday

Start date: ASAP.

Salary and T&C's: Hourly rate / available on request
3% employer pension contributions (Qualifying criteria dependent upon age and salary)
5 days holiday + % of usual bank holidays pro-rated to contracted hours

About the organisation: Hodsons is an independent, highly-regarded and well-established high street Estate Agents based in Oxfordshire. We have offices in Abingdon & Didcot which as a thriving town, has lots of planned and ongoing local development.

Main purpose of the job:

Reporting to the Branch Manager at Abingdon, the candidate will be responsible for supporting professional and efficient Estate Agency services. This will involve time both in and out of the office doing accompanied viewings, servicing the office and looking after clients.

The candidate will have an excellent client manner; and will enjoy working with the public. They will have an interest in housing and learning about Estate Agency. In turn we will provide on the job training, a professional team and a friendly working atmosphere.

The Candidate

The successful candidate will be experienced in customer service and working with the public.

They will provide excellent front-line support to the office and a professional service to clients. Whilst initial training and support will be provided, they will take personal responsibility to learn on the job and assist in supporting the growth of the Abingdon branch.

Main duties:

1. Accompanied viewings

- Carrying out accompanied viewings of client properties in a professional and knowledgeable manner
- Arriving on time, meeting and greeting clients at the designated properties
- Imparting relevant information and showing viewers around properties to ensure a thorough and professional viewing
- Leaving forwarding contact details with the viewer for easy future communication with the office
- Securing properties on departure

2. Sales, Marketing & Customer Service

- Being a professional first point of contact for new clients and achieving a good working knowledge of the internal office systems
- Booking in clients
- Arranging valuations, take- ons and viewings
- Following up viewings
- Dealing with offers & contracts (when appropriate and under guidance)
- Ensuring the office environment is marketed to a high standard
- At all times, representing Hodsons in a positive style, performing in a confident and professional manner
- Handling any complaints professionally and resolving issues in a suitable manner
- Quickly responding to new business enquiries

3. Client Negotiations

- Good communication with clients
- Collection of client feedback & passing on to vendors.

- Maintaining a good knowledge of the housing market and the history and stage of each sale

4. Office

- Being fully aware and adhering to company systems and procedures.
- Making the Branch Manager the first point of contact for any issues that cannot be quickly resolved.
- Ensuring that they are trained and conversant with the relevant office IT in order to fulfil their role to the best of their ability.

5. Other

- If a car user, ensuring all areas of the company car policy is adhered to.

6. Compliance & quality standards

- Ensure compliance with the Solicitors Regulation Authority (in so far as it applies)
- Abide by all company health & safety procedures
- Assist with compliance related matters relevant to the office
- Carry out reasonable tasks that may be requested by your line manager

Person Specification:

Criteria	Desirable	Essential
Someone who can work part time, every Saturday from our Abingdon office		X
Someone who is happy to occasionally do flexible hours to cover absences such as holiday or sickness		X
A person with a clean driving licence and with access to a car for local travel		X
A customer focussed person with experience in working in a sales and or office environment		X
Someone who enjoys regular client interaction and assisting with client queries		X
A well-organised and flexible person who is happy to learn on the job		X
A person who is confident with Microsoft suite (Outlook, Windows 10, EXCEL)		X
A person who can be proactive and work under pressure.		X

A calm and confident person with good interpersonal skills		X
Someone who will answer telephones, transfer calls, deal with client queries, take messages and make appointments		X
A team player with a friendly approach		X
Someone who will abide by all company HASAW requirements, compliance regulations and professional standards.		X

22.09.2021