**ROLE PROFILE**

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| **Function** | **Sales** | |
| **Job Title** | **Trainee Sales Executive** | |
| **Grade** | **C1** |  |
| **Reporting Lines** | **Reports to** | **Area Sales Manager** |
|  | **Direct Reports** | **N/A** |

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| **About the role**  The role will be based across different New Housing Developments throughout our region as well as working at the Head Office in Bury St. Edmunds. This is an opportunity to complete an Apprenticeship in our Sales department as well as get practical experience while being an integral part of the Sales team. The role covers a 5 day week which includes weekends  **Responsibilities and Duties**   * Help customers have a positive home buying experience * Ensure show homes are presented to the highest quality and escalating any issues to the appropriate manager * Managing on-site administration * Building relationships with customers and external parties * The role covers a 5 day week which includes weekends.   **Knowledge Skills and Experience**   * A driven attitude with the desire to succeed * Ambition to have a career in Sales * A good communicator in both verbal and written * Well presented and organised * IT literate using Microsoft suite * Full UK driving licence |

**Behaviours framework**

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| **Customer Focus** | Every decision we make revolves around delighting our customers (internal and external) | Understands the needs of customers  Builds positive relationships with customers  Communicates effectively and keeps customers informed  Manages customer expectations  Delivers on customer expectations  Makes realistic commitments to customers |
| **Passion for Building** | We approach each project with unwavering enthusiasm | Takes pride in work  Approaches projects with optimism and enthusiasm  Continuously drives to achieve objectives  Takes ownership and accountability  Treats the home as if it were their own |
| **Sustainability** | Understanding and reducing our environmental and social footprint by integrating sustainable practice and low impact materials into our communities. | Considers environmental and social impact of work  Understands the impact of today's work on tomorrow's future  Supports the implementation and delivery of sustainable inititives and practices  Contributes to the delivery of environmentally and socially sustainable communities  Shows a passion for sustainable practice |
| **Lasting community** | We create communities *(internally and externally)* with a sense of belonging and a legacy for generations to come | Treats colleagues with respect  Understands and celebrates differences  Fosters positive relationships with colleagues, customers and neighbours |
| **Continuous Improvement** | Understands the need for innovation and change, and positively embraces it. | Open to feedback  Takes responsibility for personal development  Reflects on own strengths and areas of development; seeks was to make positive changes  Learns from mistakes  Challenges the status quo  Speaks up when something isn't right |

