

Job Title:	Development & Sales Administrator
Responsible to:	Head of Sales
Purpose, Vision and Values and what that means for your role.	
<p>Our Purpose:</p> <p><i>Empowering people is our purpose. We work together by guiding, teaching, and mutual support, cultivating knowledge and confidence to overcome challenge and seize opportunities. By uplifting each other, we extend this empowerment to our customers and communities, contributing to the well-being of the broader society we serve.</i></p> <p><i>In your role, you actively contribute to our purpose by...</i></p> <p><i>You will be supporting the delivery of Magenta's development aspirations to build 1000 new homes which will help our local communities thrive. In this customer focussed role you will also be the first point of contact for colleagues and customers, ensuring they receive an excellent service.</i></p> <p>Our Vision:</p> <p><i>Opening doors is all about creating opportunities and eliminating barriers.</i></p> <p><i>Your role is a key to opening these doors, and realising our vision by...</i></p> <p><i>By supporting the team to build homes full of love for affordable rent, affordable home ownership and private rent, Magenta has a housing offer for a wider range of demographics.</i></p> <p>Our Values:</p> <p><i>'Doing the right thing' is the thread that weaves our actions, decision-making, and connections. Making choices that align with our purpose, vision, and values, and ensuring everyone feels safe and supported.</i></p> <p><i>In your role, you are empowered to do the right thing by...</i></p> <p><i>Taking an evidence-based approach, remaining inquisitive and reviewing situations holistically, we should always arrive at the correct outcome. This also ensures that our customers receive a consistent service and that they can ask for issues to be reviewed with the confidence that this will be done in a fair and considered way. By considering every element of an issue, you will also have an opportunity to protect the interests of the business and to contribute to a culture of continuous improvement.</i></p>	

What we need from you!

Summary of the Job:

As a Development and Sales Administrator you will be responsible for providing effective administrative support to the Development Team and the Head of Sales and be the first point of contact for queries from customers, colleagues and stakeholders. You will take ownership of co-ordinating the defects process and assist the team with maintaining development files compliant with Homes England's Requirements. You will also support the Head of Sales with enquires and admin including Shared Ownership Sales, Rent to Buy and the Private Rented Sector.

Job Description:

- To co-ordinate reports of defects and to monitor progress with remediation, feeding back failure to the relevant Project Manager
- To co-ordinate and respond to queries from customers, colleagues, stakeholders and other external sources and ensure they are handled effectively and efficiently.
- To raise purchase orders on POP and monitor approvals to ensure payments are made within contractual obligations
- To assist in the production of performance information
- To assist in the preparation and distribution of minutes, presentations and reports
- To co-ordinate meetings for the Teams as required
- To support Development Managers and Senior Development Managers in aspects of project delivery, for example co-ordinating consultation events with local residents, Co-ordinating end of defects inspections.
- To provide support to Project Managers with keeping project files up to date and adhere to Homes England Compliance requirements
- To assist in the maintenance of full and accurate records and files for all aspects of the development electronic filing system
- To co-ordinate Customer Satisfaction Surveys for completed projects
- To assist with accurate data inputting on SDS Sequel and NEC
- To co-ordinate the printing and signing of contract documents
- To provide executive support as required
- To provide admin duties to the Head of Sales including sales and private rent when required
- To ensure all Sales/Private Rent and Help to Buy files are compliant for Homes England and Internal Audits
- To check the post for the team and distribute as appropriate. Also to provide support to Project Managers when sending out letters to residents.
- To carry out other duties as appropriate.

Qualifications:

- IT literacy related qualification desirable
- 5x GCSE grade C/4 or higher

Experience:

- At least 2 years' experience of providing administrative support to a Housing Association Development Team, or a Developer/Construction company

- Experience of handling defect reporting processes
- Excellent IT skills, specifically with regard to Microsoft Office applications – Outlook, Word, Excel, Powerpoint, Sharepoint
- Experience of supporting a team to deliver results
- Excellent communication skills, both written and verbal
- Good organisation skills and proven ability in prioritising workloads
- Ability to work with other teams to ensure resolution of queries
- Able to concentrate and work accurately under pressure and to deadlines
- Ability to generate own workload and move things forward with a “can do” attitude to problem solving
- Undertake relevant training to keep up to date
- Customer Care experience would be an advantage

You must have access to a vehicle and hold a valid UK driving licence