

## ROLE PROFILE

<b>Sales Admin Manager</b>	
Reporting to:	Sales Director
Role purpose:	
To lead and motivate a team to complete new owner sales and maintain stock levels	
<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Role model the company values and behaviours at all time: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness</li> <li>• Lead a motivated team</li> <li>• Day to day administration</li> <li>• Trade movements</li> <li>• Stock control</li> <li>• Veranda and accessory sales within sales package and externally</li> <li>• Pitch reconciliation measuring, availability and reporting</li> <li>• Work closely with other departments</li> <li>• Meet and greet new owners for welcome meetings</li> <li>• Prepare all sales paperwork</li> <li>• Process payment</li> <li>• Buy-in paperwork</li> <li>• Owner liaison</li> <li>• Reporting for sales director and sales manager</li> </ul>	

<p><b>Progression in role:</b></p> <p><b>Entry</b></p> <ul style="list-style-type: none"> <li>• Excellent spoken and written English</li> <li>• Personable with positive attitude</li> <li>• Strong interpersonal skills and demonstrates team spirit</li> <li>• Leadership experience in hospitality</li> <li>• Attention to detail</li> <li>• Reliable</li> <li>• Sense of humour</li> <li>• Works well under pressure</li> <li>• Takes a 'hands on' approach</li> <li>• Driving licence</li> <li>• Patience</li> </ul>	<p><b>Training for role</b></p> <p>Company orientation and induction          Pass and key system          General health and safety          Fire safety          Moving and handling          GDPR          Working at heights          Risk assessments          COSHH          Cove Leader          Finance training          Opera, Saxon, Sales Force, DayForce, Manage America systems</p>
<p><b>Competent – three months</b></p> <ul style="list-style-type: none"> <li>• Has extensive knowledge of the park and its services</li> <li>• Presents a positive and friendly welcome to owners at all times</li> </ul>	<p>Diversity and Inclusion          Handling confrontation          Budgeting          S.E.T modules</p>

<ul style="list-style-type: none"> <li>• Leads a team to create seamless service</li> <li>• Problem solves when there is a complaint or issue to resolve, if team member is unable</li> <li>• Good interdepartmental communication</li> <li>• Comfortable with systems</li> <li>• Good understanding of policies and procedures</li> <li>• Very good working relationship with sales team</li> </ul>	
<p><b>Advancing</b></p> <ul style="list-style-type: none"> <li>• Able to coach and train new team members</li> <li>• Has excellent park and product knowledge, including opening times etc.</li> <li>• Owner liaison</li> <li>• Handover procedure</li> </ul>	Coaching and mentoring
<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>• Actively entrusts and delegates responsibilities</li> <li>• Motivates team to take ownership</li> <li>• Encourages the team to suggest ideas for improvement</li> <li>• Ongoing coaching and development</li> </ul>	
<p><b>Key measures</b></p> <p>Owner survey  Complaint ratio  Resort director feedback  Team retention</p>	