



**ROLE MANIFESTO
(ENTER)**

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Job Title: Sales Manager
Reports to: Head of Affordable Housing
Reports:
Based: Manchester/London
Working hours: 37.5 hours per week
Salary: £40k, depending on experience
Time Scale: Full time, permanent.

Start date:

Benefits: 25 holiday days per year; Team social events and trips;

Wellness allowance of £35 per month in Manchester; £70 in London;

Private healthcare subsidised 50% by HSPG; Healthy snacks in the office (if office-based); Monthly supper clubs with Deliveroo provided; On-site parking (if Manchester-based); Employee referral scheme.

Our Vision:

Affordable Housing' is a division of HSPG which provides Acquisition, Financing and Management to Funders, Local Authorities and Residents. By April 2023, will have contractually committed to £300m of property across England.

By April 2023 Asset Management will grow to £5m pa revenue/£1m EBITDA, UK wide Affordable and Social Housing company providing Asset Management, active property management , compliance auditing and reporting and RP, for external investors and landlords, HSPG, Housing providers, LA's and residential/service users.

By April 2023, to grow Supported Housing into a £250m pa revenue UK and Ireland based Social Impact Real Estate business which acquires, refurbishes, leases and finances housing for investors, housing providers, Local Authorities and residents

CORE MISSION OF THIS ROLE

to manage the SO sales process from instructing a sales agent to successful exchange of contracts and completion to SO buyers. This will entail liaising with agents, solicitors and the affordable housing team. You will personally manage the sale process from offer acceptance through to legal exchange/completion with the HOA, which means you will have a detailed knowledge of the contractual/legal processes involved and unrivalled stakeholder management.

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Our Behaviours:

Rate against each behaviour in the interview (+ = strong; +/- = unsure; - = unlikely)

 <p>SHOW ENTHUSIASM</p> <p>You're ambitious for yourself and the business: striving to drive your own career and the overall business mission forwards</p> <p>Get involved! Contribute to your department, don't just wait to be asked to do something. Ask questions, step up and immerse yourself</p> <p>Start interactions with enthusiasm, expecting a positive outcome</p> <p>This doesn't mean you have to be loud and shout about everything, but be positive and driven in your own personal way</p>	
 <p>CHALLENGE THE NORM</p> <p>Be 'big picture thinking' and eager to learn</p> <p>Never be afraid to ask a question</p> <p>Understand that a difficult conversation may be required to challenge the norm</p> <p>Listen hard and build on other people's ideas</p> <p>Love to be challenged as well as challenge</p>	
 <p>STRONG OPINIONS HELD LIGHTLY</p> <p>have confidence and conviction around your opinions</p> <p>Be prepared to change your opinion: focus on achieving a positive company outcome, not 'getting your own way'</p> <p>Be humble</p> <p>Balance your instinct with research and data</p> <p>Treat each failure as a learning opportunity</p> <p>Idea meritocracy across all relationships: you always have the right and the platform to question opinions.</p>	
 <p>OWN IT</p> <p>Do what you said you'd do</p> <p>Take responsibility for your own business within the business: understand how it impacts the wider mission</p> <p>Know when to ask for help</p> <p>Remember: you get out what you put in</p> <p>Act fast but with good judgement</p> <p>Always show a united front for HSPG: disagree privately</p>	
 <p>SUPPORT, NURTURE & RESPECT</p> <p>Treat everyone as you would expect to be treated</p> <p>Provide your team and peers with the tools and opportunities to grow and develop</p> <p>Recognise and celebrate each other's successes and have each other's backs</p> <p>Do the right thing, even when no-one is looking</p> <p>Take a broader interest in the people around you</p>	

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THE ROLE - OBSESS & EXCEL LIST

What does the person in this specific role need to Obsess over or Excel at in order to be really successful?

1. Exceptional internal and external stakeholder management
2. Fantastic customer service skills
3. Key understanding of the legal process from exchange to completion
4. Hunger for agreeing deals
5. Being able to negotiate the best deals for PPHA
6. Exceptional internal and external stakeholder management

Rate against each of the above (+ = strong; +/- = unsure; - = unlikely). Please add helpful comments/notes/observations for others to refer to.

1.	2.	3.	4.	5.
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- SPECIFIC SKILLS / QUALIFICATIONS

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What is the expected outcome of their contribution, of the promise they are making to you? How will you know if they achieved the outcome ? : Ratings: + = likely to succeed; +/- = unsure; - = unlikely to succeed

Outcomes	Metrics	Ratings
0-3 months		
<ol style="list-style-type: none"> 1. Current pipeline of SO units 2. Liaise with the affordable team to negotiate specification 3. Work in conjunction with HOA to monitor timeframe of acquisition of SO sales 	<ol style="list-style-type: none"> 1. Key understanding of areas of operation for our SO sales 	
3-6 months		
<ol style="list-style-type: none"> 1. Instruct sales agents for any future pipeline SO sales with HOA 2. Meet with prospective agents to discuss fee arrangements with the support of HOA 3. Liaise with our instructed solicitor through the legal process and successfully deal with the exchange/completion on every SO sale 4. Ability to report on all SO sales to HOA and wider business when required 	<ol style="list-style-type: none"> 1. Negotiate fee with agents (%) 2. % of available first time buyers to secure an SO home 3. Timescale from reservation exchange of contracts 	
12 months +		
<ol style="list-style-type: none"> 1. Negotiate and approve all offers submitted by SO buyers 2. Liaise with our instructed solicitor through the legal process and successfully deal with the exchange/completion on every SO sale (continued) 3. Key marketing material with Bil Ahmed for future schemes 	<ol style="list-style-type: none"> 1. Seamless handover of SO homes to our SO buyers (Going the extra mile) 2. Testimonials from buyers 3. Proven track record of sales rate per week/month 	

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Additional comments / notes:

FINAL CHECK – do they:

GET IT – understand the role and what it entails?

Yes	No	Maybe	Comments

WANT IT – based on the right package, are they excited to do this?

Yes	No	Maybe	Comments

HAVE THE CAPACITY – in the context of other work and life commitments (or other factors), do you think they are able to fulfil the potential of this role?

Yes	No	Maybe	Comments

Additional comments / notes: