



MTVH ROLE PROFILE

Date: 01/04/2025

Role Title (External)	Resales Sales Consultant	Directorate	Development	Location	London
Reports To	Partnerships Sales Manager	Function / Team	Development - After Sales	Geographical Spread	Regional
Direct Reports	No	Budget Sign-Off Approval Level	Has no direct of quantifiable impact on budgets	Suitable for Agile Working Options	Yes ☐ No ☒
DBS Check Required	Yes ☐ No ☒ If yes for DBS check, which level is needed? N/A			Driving Licence	Yes ☐ No ☒
				Insurance check required	Yes ☐ No ☒

No DBS Required

Overall Responsibility

Provide a professional and high-quality resales service to MTVH customers and third-party clients, ensuring a highly professional experience for all stakeholders. Achieve monthly targets and KPIs for buyer offers and listings. Communicate effectively with homeowners, buyers and service providers who engage with the resales team and liaise with all relevant internal and external parties including IFAs, surveyors, suppliers, marketing team and enquiries.

Key Responsibilities and Outcomes

- Hit or exceed monthly targets on buyer offers and KPIs on listings.
- To handle customer enquiries (by telephone and email) in a professional and supportive manner, displaying product knowledge and regulatory expertise.
- Log all customer contacts, maintaining accurate records using the appropriate database and case management systems relating to resales and interim staircasing.
- Collate audit compliant application packs, carrying out relevant checks on buyer's credit history and follow anti-money laundering procedures.
- Effectively manage resales and interim staircasing caseload and help to achieve or exceed the resales and interim staircasing targets.
- Ensure that all activities are progressed in accordance with MTVH resales and interim staircasing policies and procedures.
- Support customers during the resales and interim staircasing process by providing effective advice on the procedure and keeping the customer updated.

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- Provide effective advice and interpretation of leases and home ownership issues to internal and external stakeholders.
- Offer marketing advice and expertise, ensuring compliance with CPR and Homes England capital funding requirements.
- Ensure that customer data is held in strict compliance with General Data Protection Regulation (GDPR) and best practice across the team

Personal Competencies	Skills / Experience / Knowledge
• Demonstrable understanding of property resales & interim staircasing processes. • Practical knowledge of Shared Ownership products and money laundering regulations. • Ability to interpret leases and have broad legal knowledge of Home Ownership products. • Ability to work with minimum supervision and to extremely tight deadlines. • Ability to interpret financial information and broad knowledge of financial assessments. • Ability to use a broad range of IT systems • Understanding of mortgages and mortgage market. • Educated to GCSE level C (or equivalent work experience)	• Proven experience of providing excellent customer service to all stakeholders. • Experience of working to tight deadlines to achieve monthly sales targets and manage a pipeline of new and existing clients. • Evidence of championing customer service and innovation in service delivery. • Flexible approach and strong commitment to Equal Opportunities. • Demonstrable continuous business improvement philosophy and practice. • Providing sales and agency services to third parties and customers.
General Responsibilities	
• To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization. • Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity. • Play an active role in contributing to effective cross team working and provide cover for colleagues as required. • To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy. • To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all. • To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity	



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This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.