

MTVH ROLE PROFILE

Date: 25/11/2025

Role Title (External)	Sales Customer Service Advisor	Directorate	Development	Location	Midlands
Reports To	Sales Hub Manager	Function / Team	Residential Investment Sales and Marketing	Geographical Spread	National
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?			Driving Licence	Yes ☐ No ☒
				Insurance check required	Yes ☐ No ☒

No DBS Required

Overall Responsibility

Responsible for being the first point of contact for all inbound Sales and Marketing telephone calls and email enquiries. Will also act as a liaison to provide product/services information for both new and existing customers across all sale business streams. Will be responsible for booking viewings and funnelling homeownership/repairs/Lettings queries to the relevant team. Will also be required to carry out initial affordability checks, update websites and CRM systems to ensure property information is up to date across all relevant systems and portals.

Key Responsibilities and Outcomes

- Responsible for handling incoming customer enquiries by email, telephone or live chat.
- Takes responsibility for resolving customer's enquiries and ensures they are dealt with professionally, quickly and provides additional information as required
- Filters calls or sets up tasks to appropriate departments and team members to follow up leads/enquiries as and when required.
- Explains the Newbuild, Resales, Staircasing and Loan Redemptions processes to prospective customers and sends out information guides as required
- Explain and carry out a basic 'Affordability' and 'Eligibility' check and records details as required.
- Books viewings for open days via CRM systems

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- Update website portals and CRM systems as required
- Handle customer complaints independently where appropriate/with line manager, provide appropriate solutions and alternatives in a timely manner; follow up to ensure resolution and escalating in line with company policy where required
- Takes responsibility for personal development ensuring knowledge of all business streams is exceptional.
- Contributes new ideas and innovation in Customer Service
- Builds sustainable relationships and trust with customers through open and interactive communication in-line with the brand guidelines
- Ensure legislative and regulatory guidelines and policies are followed.
- Ensure MTVH policies and procedures are followed at all times.
- To participate in departmental projects as required.
- To carry out other duties as may be assigned from time to time.
- Requirement to work 1 Saturday every 4 weeks, this will be on a rota basis.

Personal Competencies	Skills / Experience / Knowledge
• Highly collaborative team player and able to build and maintain relationships within the organisation and with customers. • Customer focused with the ability to adapt/respond to different types of characters. • Driven to deliver for customers with a passion to troubleshoot. • Ability to multi-task, prioritise, and manage time effectively. • Attention to detail. • Calm and resilient under pressure • Displays professionalism at all times	• Excellent telephone manners • A great communicator with strong experience of working in a demanding customer-facing environment. • Experience of using CRM systems • Knowledge/Experience of digital marketing • Experience of using Microsoft Office packages • Interest in/experience in the property market
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.	

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- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

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.

Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.