

MTVH ROLE PROFILE

Date: 25/11/2025

Role Title (External)	Sales Consultant	Directorate	Development	Location	London / Midlands
Reports To	Sales Manager	Function / Team	Sales & Marketing	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 ☒ Yes for DBS check, which level is needed?			Driving Licence	Yes ☒ No ☐
				Insurance check required	Yes ☒ No ☐

DBS Not Required

Overall Responsibility

The Sales Consultant is a front-line representative of Metropolitan Thames Valley, working in multiple locations across a broad geographic area. Responsible for contacting customers leads, facilitating viewing and customer enquiries and assisting in the sale of homes to eligible customers to ensure Sales' targets are met or exceeded with highest levels of customer satisfaction achieved. The Sales Consultant will routinely work at weekends to facilitate customer requirements and to meet reservation targets.

Key Responsibilities and Outcomes

- Responsible for proactively contacting new customers to guide them through the buying process, ensuring that customers receive appropriate up to date information on new sales schemes and on the progress of their purchase.
- Responsible for ensuring that all sales enquiries, leads, offers and cancellations are recorded and reported weekly to monitor effectiveness of sales and marketing strategies.
- Responsible for supporting the marketing team in implementing sales strategies, collecting accurate customer data to enable the evaluation of those strategies.

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- Building good relationships with Financial Advisers and Solicitors to support the delivery of the sales budget.
- Required to attend sales launch events and facilitate viewings of properties for buyer, surveyors and any other relevant parties.
- Responsible for the weekly monitoring of all void properties to ensure their ongoing security, resolving or reporting any issues to the Sales Manager.
- Responsible for ensuring that homes are reserved in accordance with MTVH's policies in line with eligibility, affordability and compliance requirements.
- Support external housing events and exhibitions as directed to promote the products and services offered by MTVH.
- Contribute effectively with internal cross-functional teams within MTVH to support sales delivery and future management of new developments.
- Responsible for attending handovers of new homes to customers delivering effective home demonstrations and ensuring delivery of key information to buyers at sales completion including taking meter readings and completing handover forms.
- Responsible for reporting any issues on site in relation to site activity, marketing collateral and show homes which may impact on sales delivery, including ensuring show homes are monitored regularly to meet customer expectations.
- Responsible for liaison with utility providers and ensuring the payment of all utility and council tax invoices relating to stock units to ensure all accounts are settled at the point of sale.
- To ensure high levels of customer and stakeholder satisfaction always.
- To carry out other duties as may be reasonably assigned by the Sales Manager and Senior Sales Consultant, such duties to be compatible with the level of this job description.
- To handle customer complaints effectively and in a timely manner.
- To ensure MTVH policies and procedures are always followed including the lone working policy and in accordance with GDPR regulations

Personal Competencies	Skills / Experience / Knowledge
• Able to communicate effectively and build relationships with a wide range of customers and stakeholders. • Results orientated with an ambition to deliver customer aspirations • Self-motivation with a positive and problem-solving attitude • Ability to work under their own initiative and at weekends as standard • Willing to be a team player	• Demonstrable experience in a sales and customers service environment • Knowledge of intermediate and private sales products • An understanding of the legal process of shared ownership and outright property sales • Proven experience of delivering excellent customer care. • IT and numeric literacy • Educated to GCSE Standard • Construction Skills Certification – site visitor level (desirable)

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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

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.