

Role Profile

Role Title: Development & Sales Administrator

Business Area: Development

Department/Team: Development

Reports to: Senior Development & Sales Administrator

Direct Reports and span of control: None

Dimensions (budget holder, level of contract/systems etc responsibility): None

Created/Reviewed date: June 2023

Role Purpose

To provide first point of contact for all payment queries, and administration requests for Aster Homes. Ensuring high quality administrative support and responses to the Development, Land, Technical and Sales & Marketing teams, and to provide information to colleagues and leaders to ensure prompt payment of invoices. Data entry for new homes into Development software. Ensuring good relations between all business areas and suppliers in particular purchase ledger, finance, and Development.

Key Accountabilities

- To create and issue purchase orders for external suppliers and process associated invoices for Development schemes. Investigate invoices to ensure prompt payment and within payment terms. Assist PL, PM's and Finance with invoice refunds, coding to ensure payments are made correctly first time. Accurate completion of BACs and/or CHAPs forms, facilitating the payment to be made in a timely manner. Prioritising urgent payments ensuring they are processed in a time sensitive manner. Ad hoc creation of invoices as required.
- To maintain an in-depth knowledge of Development and Finance processes to support the Development directorate on coding, and processing of payments.
- Collaboratively managing the central Dev & Sales Admin inbox ensuring daily tasks are completed to deadlines and project requirements. Organise and plan daily workloads to known deadlines and project requirements and the retention of documents in line with company policy.
- Promoting compliance with procedures, highlighting use of Select List and Contracts Register. Ensuring relevant information is provided to obtain Contracts Register numbers on request in a timely manner.
- Co-ordinating with Project Managers, Housing and utility companies, enforcement agencies and suppliers to ensure outstanding bills for all new build homes are billed correctly and processed through for payment.
- Action data inputting for Development, Technical and Sales software to ensure homes for sale and rent have accurate information for the use of the wider business, on request.
- Informing the team of deadlines for Sealing, Payment Run deadlines and any other company critical timescales as agreed with Snr Dev & Sales Administrator.

Role Profile

- Assist with the production of reports for End of Defects inspections. On request, provide mail merge letters and report from Power Bi Dashboard for colleagues to distribute.
- Coordinating the purchase of equipment, PPE for the Development team and ensuring the correct branding of items and purchasing of key safes and organising delivery.
- Coordinating training material, test vouchers, and assist with any payment queries, for new and existing colleagues requiring Home Builder cards (or equivalent).
- Carry out ad hoc projects and tasks to support other parts of the team, creating spreadsheets, mail merges, appointment letters and typing up reports as required by the business.

Experience and Qualifications

- Education to GCSE Standard (or equivalent), including passes in English or Maths.
- A strong team-worker who builds trust and professional relationships with team members and colleagues from other parts of the business.
- Communicate effectively via phone and email, internally and externally.
- Some experience with office based administrative procedures desired including a reasonable level of IT skills using software such as databases and spreadsheets.
- Some experience of finance processes, raising purchase orders and facilitating payments.
- Ability to prioritise workload whilst maintaining excellent attention to detail, working calmly under pressure.
- Clear understanding of the importance of customer service with the ability to communicate in a professional manner to internal and external contacts in a range of medias to deal with queries in an efficient and timely manner.
- Ability to work flexibly, remotely, and independently using own initiative and self-motivation.