



# MONKS

## JOB DESCRIPTION

**JOB TITLE:****SENIOR SALES NEGOTIATOR / LISTER****REPORTING TO:****DIRECTORS****OBJECTIVE:**

**To generate and develop business opportunities, manage client relationships, oversee the sales process from listing to completion, and support strategic growth initiatives within the sales team.**

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### Main Duties

#### Property Listings & Sales Administration

1. Conduct property measure-ups and viewings providing professional advice to clients.
2. Research, compile, and maintain accurate valuations for new, current, and potential clients.
3. Prepare and manage high-quality sales particulars, ensuring accuracy and market relevance.
4. Oversee property photography, marketing materials, window cards, and online listings.
5. Review, update, and approve changes to sales particulars and advertising campaigns.
6. Ensure compliance with Anti-Money Laundering (AML) regulations and all relevant legal requirements.
7. Maintain comprehensive property files and records, including contracts, correspondence, and transaction documentation.
8. Support and mentor junior team members in administrative processes.
9. Oversee and complete all Sales Checklists accurately.
10. Maintain the Mailing List Database and manage key cupboard responsibilities.
11. Ensure client satisfaction through excellent service, timely communication, and regular updates.
12. Drive achievement of sales, referral, and revenue targets in line with company objectives.
13. Ensure all activities are consistent with Company Values and policies.



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## **Sales Negotiation & Client Management**

1. Maintain and manage the sales viewing diary, schedule viewings, and collate feedback for vendors.
2. Handle receipt of offers, validate them, and collect all necessary information for Notification of Sale.
3. Lead negotiations between vendors and buyers, aiming for optimal outcomes for all parties.
4. Provide clients with market insights, contract guidance, and advice on fees, marketing strategies, and conditions.
5. Maintain proactive, regular communication with vendors to ensure a high standard of service.
6. Manage and report on the Sales Pipeline, including weekly and monthly performance reports.
7. Complete Contracts Exchanged Checklists and oversee smooth progression to completion.
8. Identify and develop new business opportunities, including referrals, repeat clients, and strategic partnerships.

## **Senior & Strategic Responsibilities**

1. Act as a mentor and point of contact for junior negotiators and administrative staff.
2. Lead or support key projects to improve sales processes, client experience, and operational efficiency.
3. Contribute to strategic planning for sales growth, marketing campaigns, and business development initiatives.
4. Monitor market trends, competitor activity, and client feedback to inform sales strategy.
5. Provide insights and recommendations to management for achieving revenue and referral targets.
6. Represent the company at client meetings, industry events, and networking opportunities.
7. Support recruitment, training, and development of the sales team where required.



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## General Duties

1. Perform general administrative and word-processing tasks with high accuracy and attention to detail.
2. Deputise for colleagues and provide support across the department as necessary.
3. Support reception/front desk duties as required.
4. Ensure high standards of quality in all documentation and communications.
5. Maintain operational readiness of the office during opening hours.
6. Provide excellent customer service and ensure client expectations are exceeded.
7. Liaise with external agencies, suppliers, and partners as necessary.
8. Actively participate in personal development and continued professional training.
9. Assist other departments with cross-functional initiatives where required.

## Key Competencies

- Strong leadership, mentoring, and negotiation skills
- Excellent organization and administrative abilities
- Strategic thinking and business development acumen
- Customer-focused, with a high level of professionalism and attention to detail
- In-depth knowledge of property sales procedures, contracts, and legislation
- Ability to manage multiple priorities and deadlines

**Signed:**.....

**Print:**.....

**Date:**.....