JOB PACK

Property Sales Manager - Snugg Homes



Jigsaw

Creating homes.
Building lives.

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Location:	Turner House, Leigh, WN7 4LJ.
Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, access to Perkbox, our benefits platform giving you access to hundreds of retail discounts, cashback offers and rewards, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit **www.jigsawhomes.org.uk/dbs** to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

Providing high-quality affordable homes is vitally important to us to help alleviate the shortage of affordable housing. In addition to managing and maintaining our existing homes, we are a Strategic Development Partner of Homes England and have an ambitious but achievable aim of delivering up to 3000 new affordable homes across our regions during 2026-2031, with a focus on building more sustainably. We deliver outstanding new homes for sale and rent and form innovative partnerships with a range of developers and forward-thinking local authorities to build and create communities.

As a highly motivated individual you will be part of a dedicated and busy Sales Team. Our in-house sales team is branded as Snugg Homes, who market and sell our homes for sale for all subsidiaries of Jigsaw Homes Group. Based in Greater Manchester, Jigsaw Homes Group have been making home ownership easier through shared ownership for more than 20 years. Our aim at Snugg Homes is to help people to realise their dream of buying their own home. We focus on quality as a foundation, on which we have established our reputable service on.

Snugg Homes sits within the wider Development team based in Leigh. The Snugg Homes team consists of an Operations Director, an Assistant Director, a Property Sales Manager, four Property Sales Coordinators, and a Property Sales Administrator.

The team are committed to working together to make a difference; provide great service to our customers and colleagues and use their skills and training to rise to the challenges that sales offers.

Role Summary

As Property Sales Manager you are responsible for the delivery of the Organisation's sales programme and ensuring excellent customer service and efficient sales of our divestment programme and shared ownership homes.

You will be responsible for the management of the Snugg Homes Team, which comprises of five staff members. As a line manager, you will need to actively support your colleagues with their development and well-being. You will need to manage resources against workload, keep staff motivated, engaged and working together.

Your effective communication will ensure our internal and external customers are fully informed on performance against targets and that reporting is in line with agreed guidance and procedures. You will work with the Development Team to influence specification of homes and development opportunities.

You will ensure that excellent customer service is provided at all stages to customers engaging with Snugg Homes for shared ownership purchases.

Your strong organisational skills will ensure full compliance and internal and external system updates are completed accurately.

Responsible To - Assistant Director of Development

Responsible For - Property Sales Coordinators and Property Sales Administrator.

MAIN TASKS OR ACTIVITIES

1. To play a key role in the delivery of the organisation's sales programme, ensuring efficient sales of divestment and shared ownership homes.

2. Ensure excellent customer service is provided at all key stages to customers engaging with Snugg Homes for shared ownership purchases.

3. Work collaboratively with the Marketing Team to ensure marketing of new homes for sale and all marketing material including the website is accurate and up to date.

4. Work with the development team to influence specification of homes and development opportunities, providing market research in line with the Group Development Strategy.

5. Ensure accurate and timely monthly and quarterly reporting on performance against Key Performance Indicators, and in line with agreed procedures.

6. Provide regular updates on the overall programme to colleagues within the Leasehold Team.

7. Line manage all members of the Snugg Homes team, ensuring they are supported, motivated and the workload and duties are managed across all team members. Carry out monthly one to one reviews and annual performance appraisals in accordance with company policy.

8. Prepare Sale board reports for the Development Team on new opportunities in line with the Group Development Strategy.

9. Manage budgets in accordance with the Group's Financial Regulations and internal Procedures.

10. Represent Jigsaw where necessary at meetings with local authorities, local communities and other stakeholders (this may be outside normal working hours). Develop and maintain key external strategic relationships with all relevant partners and stakeholders

11. Ensure that all action taken is in accordance with the Homes England Capital Funding Guide and the Group's Internal Procedure Guides.

12. Keep abreast of current practice in matters relating to shared ownership and divestment. Advising the Operations Director/Assistant Director of Development if any part of the procedure guide becomes out of date. Ensure key audit functions are followed diligently across all schemes.

13. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.

14. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion policy at all times.

15. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive/Group Director of Development & People or Operations Director of Development commensurate with the position.

Candidate Requirements

Candidate Requirements:	
	• Experience in property sales, including new build, in a wide geographical area • Experience and knowledge of the shared ownership product, including the Homes England policies and procedures • A commitment to providing excellent line management and experience of leading a small team; ability to motivate, support and manage resources • Experience of producing monthly and quarterly performance reports against Key Performance Indicators and cashflows • Experience of carrying out market research and producing sales reports • Ability to manage financial budgets • Experience in a customer focused environment and a commitment to providing high-quality service to customers • Problem solving skills • Competence in Microsoft Office systems including excel and word • Effective verbal and written communicator, both internally and externally to our customers and stakeholders • Highly motivated, self-sufficient and a team player • Full, valid UK Driving licence with access to a vehicle for business purposes

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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Jigsaw
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