

Role: Full-time Sales Negotiator

Location: Newcastle upon Tyne

Accountable to: Branch Manager

Number of Hours: 37 Hours per week

About the Role

The main aim of Symonds Taylor is to ensure an outstanding customer experience for both potential and existing clients. As a Sales Negotiator, you will play a key role in supporting customers through all stages of the sales process & carrying out viewings while meeting agreed business targets. This role has good scope for progression after a minimum of one year, based on performance and business needs.

Key Responsibilities

1. Delivering Sales Performance

- Support the entire sales process from initial enquiry to completion, ensuring clients receive expert guidance.
- Meet and exceed personal performance targets while contributing proactively to overall office goals.
- Respond to enquiries, register applicants, arrange market appraisals (MAs) & viewings, provide feedback, negotiate offers, and support sales progression. A significant part of the role will be to carryout viewings on behalf of clients.
- Maximise use of CRM system (Street) for data management, lead generation, and performance tracking.

2. Customer Experience & Business Development

- Build and maintain strong client relationships, ensuring exceptional service at every stage.
- Support brand awareness through: Professional networking & local canvassing.
 - Recording accurate customer data for future business.
 - Contributing to& build social media content (property highlights, market insights, engagement.
 - Encouraging and collecting Google Reviews and client testimonials.
- Actively seek opportunities for personal development in sales, negotiation, and industry compliance.

3. Compliance & Administration

- Ensure all legal and regulatory requirements are met for both sales, including:
 - Accuracy of property marketing materials.
 - Compliance with CPR & BPR 2008, Data Protection Act 2018, Anti-Money Laundering Regulations.
- Maintain accurate records within the CRM system to support reporting and financial tracking.

- Process invoices for marketing fees, EPCs, and sales commissions.

What We Offer

- Annual basic salary: £25,500 to £27,500 (Based on Experience)
- Additional commission structure available after 6 months.
- 37.5 hours per week
 - Monday to Friday, 9:00 AM - 5:30 PM, with every 3rd Saturday 10:00 AM - 2:00 PM, followed by Monday off in lieu).
- 25 days annual leave, increasing by 1 day per full year (up to 5 years).
- Private health insurance & additional benefits after 12 months of service.
- 6-month probation period with support and training.
- Career progression opportunities considered after one year based on performance and business needs.