



Client Liaison Executive

Salary £26,000 per annum plus commission structure (£31,000 OTE)
Full Time 37.5 hours per week

About us:

Located in 225 acres of beautiful grounds in Walton on Thames in Surrey, we are a vibrant housing charity running a unique community for older people. We believe everyone has the right to live well in a good home as they age, regardless of their financial means.

Who we are looking for:

We are seeking a talented and driven Client Liaison Executive to join our Sales & Marketing Team. The Client Liaison Executive is responsible for developing and driving the growth of the business throughout all areas of the Trust.

You will work alongside the Registered Managers, ensuring occupancy and average weekly fee rates are met in line with budget expectations. You will also lead on local networking activity in order to develop and maintain strong relationships with referral sources.

Essential skills & experience:

- Previous sales experience or hands on experience in a customer facing role
- Excellent customer service skills with experience of maintaining positive working relationships with internal and external stakeholders
- Experience of delivering to budget and performance targets
- Naturally confident, personable and engaging
- Results driven with a collaborative style
- Willingness to work flexibly, including evenings and weekends as required

What you will be doing:

- Create and manage an effective system to track and manage all enquiries from the point of contact through to the final decision.
- Be the main point of contact for all show rounds for new potential residents, offering support and guidance.
- Ensure a good understanding of our facilities to be able to confidently overcome any concerns or questions.
- Build relationships with local charities, GP surgeries, CCG members, hospital discharge teams, occupational therapy etc to ensure The Whiteley Homes Trust and the services offered are front of mind and the 'go-to' for any referrals.
- Manage business relationships across the health and care community.
- Have a good understanding of our competitors and carry out a regular analysis.
- Distribute marketing materials to key partners and stakeholders within the community.
- Work with the Sales and Marketing Manager to ensure the source of all enquiries are recorded and new leads are highlighted and actioned. Identify advertising and community partnership opportunities.
- Organise Open Days, networking events and familiarisation visits to showcase our services.

- Attend local events to promote The Whiteley Homes Trust.
- Engage with relevant colleagues to understand and address any growth issues and work together to rectify these.
- Achieve monthly growth targets and deliver within budget.
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What will you get?:

- £26,000 per annum plus commission (£31,000 OTE)
- 34 days holiday
- Generous pension
- Life assurance
- Excellent training and development opportunities through our dedicated Learning & Development team.

The successful candidate will be required to be fully vaccinated against COVID-19. We are able to assist with organising a vaccination if required. An enhanced DBS check will be required for this role.

Sounds interesting?

If you would like to join us or to find out more about this role, we would love to hear from you.

**For more details email job.enquiries@whiteleyvillage.org.uk,
or send your CV with a covering letter to the same email address
Alternatively, call Jo or Sue on 01932 825876/825804**