



JOB DESCRIPTION

Job Title: Holiday Homes Sales Administrator, Durdle Door Holiday Park

Reports to: Holiday Homes Sales Manager

Grade/Salary: £26,000 per annum

Hours: 5 days/40 hours per week, with flexibility to meet business needs

Status: Permanent

As a Holiday Home Sales Administrator, you'll support the sales team and ensure a smooth customer journey from enquiry to handover. You'll manage key administrative tasks, coordinate logistics, and assist with sales activities—ideal for someone eager to gain hands-on experience in holiday home sales.

Main Tasks and Duties:

- Organise bids from caravan traders for off-site sales and liaise with traders and owners regarding payments and paperwork.
- Manage on-site decking sales and holiday home siting.
- Book all connections with relevant contractors and complete pre-delivery inspections (PDI) for new sales and hire fleet caravans.
- Handle warranty jobs, snagging, and aftersales claims with manufacturers and contractors.
- Prepare welcome packs and paperwork for handovers; conduct handovers when required.
- Maintain caravan stock standards and update aftersales spreadsheets.
- Conduct park tours and caravan viewings with potential buyers; capture leads and enquiries.
- Update park management software to ensure all records are accurate and up to date.
- Support the sales team in delivering excellent customer service throughout the buying process.

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This will include maintaining regular contact with colleagues, and customers verbally, in writing and via e-mail.
- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To regularly review, adapt, and improve systems and procedures.

- To undertake an annual appraisal which clearly identifies targets for continued improvement.
- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, 'can-do' attitude.
- Keen to embrace and deliver change.
- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve.
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities.