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## **Cottage Care Team Member, Norfolk**

### **Job Description**

This is a very interesting and flexible role working for a newly established Cottage Care company based in North Norfolk. The role will be central to the successful establishment of the business, driving the expected future growth and supporting the day-to-day operations. The role will involve talking to new and existing property owners, as well as customers and trades people.

The ability to identify and target sales opportunities, perform sales visits, prepare quotes and follow up prospects will be a core part of the role on offer. The role will also require supporting the day-to-day operations of the business.

### **Task list to include but not exhaustive:**

- Liaising with suppliers/homeowners/customers/tradesmen
- Creating sales and marketing communications, and campaigns
- Dealing with new customer enquiries
- Undertaking new customer visits and sales 'pitches'
- Preparing quotes and following these up
- Report preparation
- Completion of work orders
- Invoice production and reconciliation
- Answering supplier queries
- Problem Solving and Prioritising tasks
- Comfortable business networking
- Report preparation
- Invoice production
- Invoice reconciliation
- Set up supplier accounts and bank details
- Monthly reconciliation of supplier statements
- Answering supplier queries
- Invoice logging

### **Person Specification**

You will require excellent customer service and attention to detail is paramount.

You will need to be a well organised individual with an eye for detail. You will have experience in a similar support and business development / sales function. The ability to communicate effectively within many different areas is imperative. Commercially minded whilst customer focused. Great interpersonal skills are critical.

You will need to be competent using both Microsoft Office and Google Documents.



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You will be able to prioritise your work load to meet tight deadlines in a time sensitive working environment. A calm head and the ability to think on your feet is an important part of this role in a fast-paced environment.

This role is predominantly office based and will require the ability to work as part of a team or on your own initiative. It will require flexible working hours including every Saturday.

A sense of humour and a love of fun is essential.....

### **Outline Hours, Terms and Conditions**

*30 Hours per week over 4 days to include every Saturday.*

Holiday entitlement is 22 plus Bank Holidays per year with additional days for long service. There is a half hour lunch break included in the hours above.

Due to the nature of this position, holiday taken during school holidays is discouraged.

### **On Call**

Evenings & Weekends on rotation

### **Equipment**

A Smartphone and Laptop will be provided