

# Sarah Stoddart

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I am a professional businesswoman with a successful career within the residential property market. A highly motivated individual, with a skill for delivering innovative, customer focused property solutions for clients. I have extensive experience in managing people, resources, and financial plans to professional standards within a highly complex environment.

## Employment History

**Associate Director: September 2012**

**Branch Manager: May 2002 – November 2020**

**Rook Matthews Sayer, 3-5 Market Street, Alnwick, NE66 1SS**

Within this role I hold ultimate responsibility for successfully delivering my organisation's sales objectives and business plans throughout the year as branch manager for the Alnwick division of Rook Matthew Sayer. This is achieved through my operational delivery of the service, including management of my team of sales negotiators, target setting/monitoring of performance and responsibility of income revenues generated through sales completion and conveyancing. I also hold executive membership to the board of Rook Matthew Sayer, offering expertise and experience to strategically plan and deliver future activities to combat current market challenges.

### Main Responsibilities:

- Consistently maintain market position within the company yearly
- Identification of commercially viable business opportunities
- Produce quantifiable sales targets
- Communicate between clients, internal departments and external organisations to overcome objectives - ensuring consistent delivery of immaculate customer service
- Collate client-feedback and sales data to inform critical business decisions
- Produce accurate monthly forecasting for exchanges
- Prepare payroll, expense and bonus statements to ensure financial accuracy
- Coach individuals to achieve and maintain high company standards
- Develop business procedures to ensure compliance with industry regulations
- Analyse monthly P&L accounts to determine financial position
- Collaboratively design and implement annual business plans within agreed cost and performance metrics

### Achievements:

- The British Property Awards "Best Letting Agent" in Alnwick 2019 – 2020
- The British Property Awards "Best Regional Agent" in 2018
- The British Property Awards "Best Local Estate Agent" 2017 & 2018
- In house promotion to Executive Board level position in 2007
- Progression to Associate Director role in September 2012

**Care Enabler- adults with learning disabilities**  
**January 2005 - Present**  
**Various locations, Northumberland.**

I was employed directly by a number of adults with learning disabilities to help support them with their personal care needs, and day to day activities outside the home. My main role was to help facilitate new experiences for these vulnerable individuals which included, accompanying them to recreational activities and attend to shopping and personal matters.

**Part Exchange Manager: February 2001 – May 2002**  
**Site Sales Negotiator: June 2000 – February 2001**  
**Alfred McAlpine Homes Northumberland Ltd, Northumbria House, 5 Metro Riverside Park, Delta Bank Road, Gateshead, NE11 9DJ.**

Employed as a Site Sales Negotiator to sell new homes and upgrades off plan within new developments across the region for Alfred McAlpine Homes. I developed valuable relationships within the sector in order to build and market supplementary financial services to clients. Subsequently, I was promoted to regional part-exchange manager. Within this role I was responsible for the procurement of second-hand properties, part-exchanged against new build plots to successfully drive sales, ensure this growing business model was successfully implemented within the company, all whilst ensuring financial cost pressures were not carried forward between investments.

Main Responsibilities & Achievements:

- Target drive back to back transactions to limit second hand stock units owned.
- Manage a varied workload, liaising between departments, clients, vendors, solicitors, financial advisors, surveyors and contractors.
- Maximise referrals to Solicitors and Financial Services
- Alfred McAlpine Sales Accreditation Programme – Bronze & Silver Level

**Residential Sales & Lettings Team Leader: October 1999 – June 2000**  
**Residential Lettings Valuer & Negotiator: July 1998 – October 1999**  
**Sales Negotiator July: 1995 – 1998**  
**Keith Pattinson Estate Agents, 13 Newgate Street, Morpeth, NE61 1AL.**

Within this organisation I had a highly successful career spanning various operational and sales positions. I represented clients in negotiation talks with prospective buyers in addition to communicating with all interested parties such as mortgage brokers, solicitors, surveyors and other estate agents throughout the sales process.

**Education:**

**GCSE:** Maths, English, English Literature, Business Studies, History, French, Combined Science, Word Processing

**NVQ Levels II & III:** Business Administration

**NVQ Level II:** Team Leading

**Training courses:** Expert Agent, Rightmove Plus, Zoopla Pro, Money Laundering, CallML, Zero deposit.

**Interests:**

International travel to explore new countries and cultures, country pursuits, socialise with friends, family and enjoy meeting new people from all walks of life.

**References:** Available upon request.