LIVING SPACES

Bernicia Group Role Profile

Title: Accompanied Viewer/Lettings Specialist

Reporting to: Branch Manager

Date: November 2026

Purpose

To assist in the delivery of a highly effective and profitable lettings service and provide an exceptional level of customer service to all customers.

Accountabilities

Operational

Delivery of an excellent, consistent and responsive lettings service

Manage applicant/client database, diary and lead generation

Carry out viewings including sales viewings, canvassing and assist with listing of properties

Deliver client feedback, negotiating with clients for the best outcome

Agree lets, assisting with the progression to move in

Support sales team, valuer and branch manager

Strategic

Participate in new initiatives that will lead to improvements in performance, processes and systems

Meet business and income targets

Assist in increasing and developing business and income levels across lettings

Corporate

- Comply with all relevant legislation and work within our policies and procedures.

- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.

- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.

- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Desirable Skills & Experience

Essential criteria:	**Desirable criteria:**
Good standard of general education	Advanced IT skills, particularly with Microsoft packages
Good standard of administration, organisational and prioritisation skills	Demonstrate knowledge and experience of the Property and Estate Agency Industry
Excellent interpersonal and communication skills, both written and verbal	

An understanding of what makes a difference in delivering excellent customer service Full driving license	
Signed by Post Holder…… Date …… Signed by Manager …… Date ……	

Values	
Value	**Expectation**
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

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