

LIVING SPACES

Bernicia Group Role Profile

Title: Valuer

Reporting to: Branch Manager

Date: November 2024

Purpose

To deliver a highly effective and profitable sales and lettings service and provide an exceptional level of customer service to all customers.

Accountabilities

Operational

Manage valuations and listing of properties-preparing all market material and ensuring compliance

Re-market managed and tenant find letting properties

New business generation

Assist in the delivery of an excellent, consistent and responsive sales and lettings service

Assist sales and lettings teams where necessary

Support property management team and promote communication between staff

Support branch manager

Strategic

Assist in meeting business and income targets through fee levels and additional income

Increase business levels across sales and lettings

Explore new technology in the industry that will lead to improvements in performance, processes and systems

Assist in delivering marketing plan, ensuring plan is effective and offer feedback

Corporate

Ensure compliance with all relevant legislation, policies, procedures and guidance, assisting with implementation and communication to staff

Implement health and safety policies and procedures; carrying out suitable and sufficient risk assessments according to risk assessment procedures

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 new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of “making continuous improvements in the efficiency and effectiveness of our use of resources”.

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “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.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager’s attention any unsafe working practice/conditions.

Desirable Skills & Experience

Essential criteria:

- Good standard of general education
- Exceptional administration, organisational and prioritisation skills
- Understanding of what makes a difference in delivering excellent customer service
- Demonstrate knowledge and experience of the Property and Estate Agency Industry
- Excellent interpersonal skills and ability to communicate with a variety of people both written and verbal
- Full Driving License

Desirable criteria:

- Advanced IT skills, particularly with Microsoft packages

Signed by Post Holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focused	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful
Integrity	We uphold the highest standards of integrity in all of our actions
Respect for People	We value our people, encourage their development and reward their performance
Leadership	We provide strong corporate governance and leadership which is out-come focussed
Accountability	We are personally accountable for delivering on our commitments

