

## Bernicia Group Role Profile

**Title:** Location Coordinator

**Reporting to:** Area Housing Officer, Bernicia Living

**Date:** May 2026

## Purpose

Deliver excellent, safe and secure location coordination service in Bernicia Living's locations.

## Accountabilities

### Operational

Deliver responsive location coordination services in accordance with agreed policies and procedures, focussing on the safety, security and good repair of the building

Supervise on site cleaners to deliver a high standard of cleanliness and report any issues promptly.

Deliver high standards of health and safety throughout the location, making regular inspections, maintaining accurate service records and conducting timely testing of all scheme equipment and reporting any faults or repairs without delay.

Induct tenants on the safe use of scheme equipment and communal facilities.

Assist and encourage resident participation in social activities. Actively promote the schemes and facilities to the wider community and encourage use by external agencies.

Act as our representative on site and to work as part of a team in the provision of a flexible and responsive service.

Safeguard all residents in accordance with Bernicia's safeguarding policies and procedures

## 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.

## Essential Skills & Experience

Good Standard of General Education

Experience of working with vulnerable people with support needs

Exceptional organisational and prioritisation skills

Excellent interpersonal and communication skills, both written and verbal

Advanced IT skills, particularly with Microsoft packages

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.

