

**Viewber Limited**  
**Guidance Notes on completing your Viewber Application**  
**June 2019**

These notes will help you complete the application to become a Viewber section by section, ensuring that your application is treated fairly and free from discrimination.

Throughout the application process you will be given a period of time to complete each Step. If the Step is not completed within this timeframe your application will be deleted. Reminders to complete Steps will not be provided.

If during the application process you are found to be in any way discriminatory, rude, aggressive, pressured and/or dismissive to any member of the Viewber Team your application will be declined immediately.

The application process has been designed to be as simple as possible. You are welcome to request support with your application at any time by emailing [applications@viewber.co.uk](mailto:applications@viewber.co.uk). It is important to note, however, that Viewbers are required to have basic technology awareness, as our systems and processes are based around technology. A smart phone/tablet is generally a pre-requisite for undertaking Viewbering activities.

Please note that unsuccessful applicants are not encouraged to reapply to become a Viewber. Due to the nature of the applicant process and the number of applications received, we are unable to provide individual feedback if an application is declined.

**Am I suited to the role of a Viewber?**

Anyone can apply to become a Viewber but like with all roles, not everyone is suited to the position. To help you to decide whether the role of a Viewber would suit you, we have provided some questions below for your consideration. As a general rule, if you answer Yes to any of the following questions then the Viewber role is unlikely to suit you:

**Q1:** I am looking to work a set number of hours per week as a Viewber

**Q2:** I am looking to earn a set amount of money each month as a Viewber

**Q3:** I am uncomfortable working alone and meeting new people for the first time

**Q4:** I am looking for an employed Viewber role

**Equality and Diversity Monitoring**

During the course of your application you will be asked to complete an [Equality and Diversity Monitoring Form](#). The form does not request your name, email address or any other identifying information and the Viewber Applications Team does not have access to individual responses provided.

## Initial Application

Your initial application will be used in deciding whether you will be shortlisted and invited to undertake Step 1 of the Viewber application process. Please therefore complete your application accurately, free from spelling and grammatical errors and include all the information asked for. Due to the requirement for Viewbers to provide written feedback to our Clients after each appointment, applications containing spelling or grammatical errors will lead to the application being declined.

**First and Last Names:** Please ensure that you provide your full legal name. This is important as in Step 2 of the application you will be asked to provide proof of name documentation; if the name used on your application does not match your proof of name documentation this will lead to your application being declined.

**Question 1 – What made you decided to become a Viewber?:** Please answer this question thoroughly as it is important for us to understand your motivations for applying for a freelance Viewber position. Very short answers and/or responses with grammatical or spelling errors will lead to your application being declined.

**Question 2 - What experience, or skills, do you believe you have that would help you to be successful in your role as a Viewber?:** Please answer this question thoroughly and be sure to detail any current or former property related experience. Very short answers and/or responses with grammatical or spelling errors will lead to your application being declined.

**Question 3 – How well do you know the local area that you live in?:** Please answer this question thoroughly and be sure to detail how long you have lived in the area, your knowledge of local schools, public transport and amenities. Very short answers and/or responses with grammatical or spelling errors will lead to your application being declined.

**Question 4 – Do you know of any reasons why you may not legally be able to take this position?:** If applicable, a simple No answer is acceptable here, however, if you feel that there is a legal reason why should not be able to work as a Viewber please provide a thorough response.

**Uploading a Photo:** You will not be invited to progress to progress with your Viewber application process until we have received a suitable head and shoulders photograph from you. The photograph uploaded should be in focus, with your face towards the camera with a tidy background. We ask for smiling photographs as the image will be forwarded to Clients.

Photographs must not contain alcohol, animals, children or other people. Photographs uploaded which suggest nudity, show beachwear or lingerie will result in your application being declined immediately. We also do not accept photographs that have been heavily filtered or appear to have Snapchat filters.

If the first photograph uploaded is not satisfactory, you will be asked to submit another. If you do not respond to the request or provide a further unsatisfactory photograph this will lead to your application being declined.

### **Pre-Requisite Basic Disclosure and Barring Certificate**

It is a mandatory requirement to provide a Basic Disclosure and Barring Certificate, dated within the last two years, when applying to become a Viewber.

If you are already in receipt of this Certificate, please do send it to us, or alternatively, please use this link to apply <https://www.gov.uk/request-copy-criminal-record>. The cost is £25 and it shouldn't take more than 14 days. You will not be invited to progress to Step 1 of our application process if we are not in receipt of a valid Basic DBS Certificate.

### **Step 1 – One Way Video Interview**

Once we have received your Basic DBS Certificate you will be requested to complete a One-Way Video Interview.

During the Video Interview, you will be asked a series of questions. Very short answers and/or responses which do not provide a satisfactory/expected response will result in your application being declined.

Please be mindful of your attire and activities (such as eating whilst talking) when completing the One Way Video Interview as this will form an impression as to your professionalism. Whilst we do not expect you to dress in a suit, completing an interview fully or partially nude, wearing beachwear or lingerie (which includes dressing gowns) will result in your application being declined.

### **Step 2 – Documentation**

In Step 2 of the Viewber Application process you will be requested to provide proof of address and work eligibility documentation. We will provide you with clear guidelines as to the documentation we will accept. For the avoidance of doubt, we will not accept any other form of documentation other than that stated. If you are unable to provide the documentation required this will lead to your application being declined.

### **Step 3 – Confirmation**

In Step 3 of the Viewber Application process you will be requested to complete a short online form. Failure to complete the form to a satisfactory standard, e.g. not completing all applicable sections, will lead to your application being declined.

### **General Notes**

Previous property related experience does not outweigh the requirement to follow the processes set-out within our application process – all applications are treated and dealt with in the same manner.

If you will be available as a Viewber in two separate locations you can register in both, but only if you can supply two email addresses and proof of address at both locations. For further information please email [applications@viewber.co.uk](mailto:applications@viewber.co.uk)

**We open doors, you close deals**



## **Complaints**

In the unfortunate event that you feel that you have been treated unfairly during the course of the application process, please email [hr@viewber.co.uk](mailto:hr@viewber.co.uk) with full details of your grievance. A member of the Team will respond within 7 working days.