

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title: Housing Advisor		Grade: 8
Regulatory Services		Service: Newcastle Housing Advice
JE Ref: A913	Date of 17.06.25 Issue:	
Responsible to: NHA Team Leader		

Main Purpose of Job:

To contribute to the delivery of the Newcastle Housing Advice (NHA), Homelessness, homelessness prevention, Housing Advice and Housing Register service, to ensure that the Council's statutory housing and homelessness duties are discharged lawfully and appropriately, in order to achieve solutions for vulnerable residents of the Borough.

Providing a high standard of customer service for all customers of the council, regardless of the channel they use to interact with us.

Main Tasks/Duties/Responsibilities

1. Delivery of the Newcastle Housing Advice (NHA) service, including homelessness, homelessness prevention, housing advice and the housing register functions, with a keen focus on early intervention and prevention.
2. Complete complex cases and tasks for the service area where significant functional knowledge and skills are required.
3. To participate in the Out of Hours Homelessness Duty rota, ensuring vulnerable customers are provided with emergency support and guidance.
4. To work collaboratively (for example with colleagues, statutory providers, housing providers, private landlords and support providers) to prevent homelessness and to secure appropriate temporary and permanent accommodation.
5. To co-ordinate the placement of homeless households in temporary accommodation and ongoing regular monitoring and management of the placement.
6. To carry out interviews, including home visits, with customers, providing an appropriate service to meet the individual needs.
7. To support new tenants manage and sustain their tenancy.
8. Represent the Council on matters relating to the role.

9. Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles.
10. Train other officers in the team to complete complex cases and tasks for the service area.

General

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy and identified KPIs.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.
6. To undertake any other duties as may be reasonably allocated to the post holder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).
7. To be familiar with the obligations and requirements of the council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the post holder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.