

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title: Housing & Vulnerability Business Manager	Grade: 13	
Directorate: Regulatory Services	Service: Regulatory Services	
Post No:	JE Ref:	Date of Issue: March 2026
Responsible to: Service Director – Regulatory Services		

Main Purpose of Job:

To lead, operationally manage and deliver our statutory responsibilities for the Housing and Vulnerability team including:

- Housing Enforcement – Private Sector Housing (HHSRS, HMO licensing, Fire Safety in High Rise Dwellings, Asylum Accommodation, Public Health in Housing), Renters Rights (Implementation & Enforcement) and Housing Strategy Inc Homelessness, Temporary accommodation, Supported Accommodation and Affordable Housing.
- Disabled Facilities Grants – End to end delivery of the grant process, including procurement and managing contracts required for the service and delivery of works. Any other discretionary grants required by the service – home insulation, minor works etc.
- Homelessness – Provision of homelessness and rough sleeping service including outreach, diversionary provision, discharge support, mental health and tenancy sustainment support. Management of homelessness funding.
- Newcastle Housing Advice – Housing register, housing options, temporary and supported accommodation.
- Vulnerability – Partnership, vulnerability and safeguarding.

Ensure that services are aligned to our corporate approach and principles. To deliver a specialist, professional service with high standards of advice, collaboration, support and resolving cases of varying complexity as they arise. Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to council policy, culture and values.

The post is responsible for the Housing and Vulnerability teams activities which include:

Main Tasks/Duties/Responsibilities

1. Understand service demand and community/partner/stakeholder expectation to enable a speedier, more effective and sustainable response contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of stakeholder satisfaction.

2. Ensure effective, efficient and stakeholder focused case management across the council and its partner agencies. Manage delivery across case management processes for the range of housing and vulnerability functions to include enforcement and solution-focused interventions; more complex cases and reports/complaints, and associated activity e.g., site visits, enforcement - referring queries to specialist or operational teams when appropriate.
3. Responsible for operational performance and management of the Housing & Vulnerability Team activities, managing the respective team members and working collaboratively with partner agencies and stakeholders to meet the performance targets set out in the service plan and statutory duties.
4. Responsible for preparing and managing the delivery of the service plan including:
 - Setting performance metrics and monthly targets/forecasts;
 - Providing rationale of how service outputs will lead to the council achieving its corporate priorities;
 - Developing, testing and refining innovative short and long term solutions to identified problems;
 - Agreeing the focus and approach to staff 1:1s throughout the service area.
5. Responsible for ensuring the creation, delivery and regular review of Strategy, working with the strategy team as necessary to develop and update the strategy in response to changing demands and innovations.
6. Own all relevant and related component policies and procedures that feed into the Housing and Vulnerability Team, and ensure they are developed, reviewed, revised, and implemented to ensure compliance with all relevant statutory provisions. Completion of relevant statutory and other returns to Government Departments and partner/funding organisations.
7. Ensure the Council priorities, culture and values are reflected in the Council's services, policies and procedures. (Priorities; 'One Council delivery for local people', 'A successful and sustainable growing Borough', 'A healthy, active, and safe community', and 'Town centre for all').
8. Establish and monitor the continuous improvement approach and process for Information, Advice and Guidance, collaborating with all Council teams and partners where appropriate to co-ordinate input and drive improvements.
9. Anticipate, prepare for and organise systems updates with our key business systems and providers e.g. APP, Locata and JADU.
10. Encourage and support a culture of working together with internal staff, councillors, external partners, and stakeholders, providing a consistent and unified approach to services that influences the overall direction and performance of the service.

11. Act as the Council's lead for Housing & Vulnerability service complaints and appeals. Manage and coordinate complaints and appeals in line with the Council's Complaints Policy or Service Policies, liaising with the relevant officers to enable updating of the Complaints system.
12. To prepare bids for external funding opportunities to enhance the service delivery and align with the corporate priorities. To plan, deliver, monitor and report externally funded initiatives.
13. To financially plan and manage budgets by actively monitoring expenditure and using appropriate budgetary control systems for the housing and vulnerability service.
14. To participate in any call out/standby services operated by the Council outside normal office hours and at weekends as required.
15. To contribute to transformational change, encouraging and supporting innovation, learning and improvement in all areas of the Council's activities.

Occasional Tasks/Duties/Responsibilities

1. To give advice and prepare reports to the Council, relevant committees, elected councillors and, as necessary, the public and other relevant bodies or groups on matters relating to the team.
2. Deliver projects, interventions and initiatives and develop policies (together with the Service and Strategy teams) in-line with corporate and business plans.
3. To prepare witness statements, statements of fact, legal cases in respect of enforcement actions and appeals and providing witness testimony as necessary in relation to legal matters, tribunals, hearings etc.

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.
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 postholder 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.
8. To be aware of and carry out your responsibilities under the Council's Policy and Guidance relating to Safeguarding Children and Vulnerable Adults.
9. To be aware of and carry out a role in relation to the Council's responsibilities as a responder in relation to civil contingencies.
10. To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Disability Discrimination Act.)

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 postholder 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.