



JOB DESCRIPTION

Title:	Housing Adviser
Responsible to:	Advice Manager
Hours:	35 hours per week
Salary:	£28,000 to £33,000 pa (depending on experience, qualifications and training needs)
Based:	Willesden (NW10 2JR), Hornsey (N8 9LP) + other locations if required
Contract:	Permanent (subject to continuation of funding)
Please Note:	DBS check will be required

JOB OVERVIEW

Do you want to work for an organisation that makes a real difference, every day, to people from all walks of life? Do you have a passion for fighting homelessness and advocating for vulnerable people? If so, this is an exciting opportunity for you to take the next step in your career by joining the Brent Irish Advisory Service (BIAS) as our Housing Adviser.

BIAS's housing advice service supports members of the local Irish community and beyond with a range of complex housing issues, including homelessness, rehousing, tenancy sustainment and disrepair. We are looking to appoint a dynamic, enthusiastic person who has a background or demonstrable interest in advice, housing or homelessness to join our friendly advice team. Your role will involve contributing to the day-to-day running of BIAS's advice service, providing specialist advice on housing via one-to-one client appointments, completing casework and advocating for positive outcomes for your clients.

You will need to have strong people skills and the ability to build good working relationships with colleagues and clients, excellent organisational skills and the ability to digest complex briefs. You will be required to manage an active caseload, ensuring that cases are appropriately actioned and recorded and that deadlines are met.

If you are interested in working in housing advice but don't yet have all the knowledge or experience required, please consider applying as we are willing to consider appointing the right candidate in a trainee role.

KEY WORK AREAS AND MAIN DUTIES

- Providing appropriate advice, information and practical help to clients, via in-person appointments, outreach visits, telephone, letter or email. Where necessary, advocating on behalf of clients in the appropriate forums.
- Ensuring that all casework records are kept up to date and completed clearly and effectively.
- Contributing to monitoring service delivery and recording client outcomes.
- Maintaining a good knowledge of other available services, and signposting or referring clients as needed.
- Participating in regular team file reviews and supervision sessions, and contributing to maintaining BIAS's high-quality service in line with Advice Quality Standard (AQS) requirements.
- Engaging positively and constructively with other service providers, including local authorities and housing providers, to maintain partnerships.
- Staying up to date with developments in housing legislation and identifying opportunities to effect positive change to housing policy, together with the Advice Manager.

These are the basic duties required of the Housing Adviser. However, it is necessary for all staff to be flexible and you may be required from time to time to perform other reasonable duties which are required for the efficient running of the organisation. We will also offer training opportunities to support your career development.

Candidates must be eligible to work in the UK. This role will be based primarily in our advice offices in Willesden (Brent), with some outreach work in Haringey borough. There may be some options for flexible working (one day per week).

ABOUT BIAS

BIAS is a local charity which has supported England's largest Irish community in Brent for over forty-five years. We deliver our support through our welfare advice drop-in service, our Active Ageing Clubs and our Be-a-friend volunteer scheme. We raise over £2 million in extra income for the most vulnerable every year and have over 3000 attendances at our club services. BIAS has exciting plans for further expansion in Haringey in 2025 and has a range of medium- to long-term grant funding, including from Ireland's Emigrant Support Programme.

For further information about BIAS, please see our website www.biasbrent.co.uk.

HOW TO APPLY

To apply, please send a **CV and cover letter** to recruitment@biasbrent.co.uk. Your cover letter should demonstrate how you meet the essential and desirable criteria for this role.

The deadline for applications is **Friday 20th June 2025**. We would strongly encourage you to apply as soon as possible, as applications will be assessed on a rolling basis.

PERSON SPECIFICATION

This lists the skills, experience, knowledge and abilities needed for this post.

A = Application; I = Interview

Essential criteria	Method of assessment
Excellent organisational skills and experience of working to deadlines while coping with competing priorities, working both independently and as part of a team.	A / I
Ability to communicate effectively at all levels, building good working relationships across staff, clients and partner organisations.	A / I
Experience of using customer relationship management (CRM) systems and/or willingness to undertake any necessary training.	A / I
Excellent IT skills, including a good working knowledge of Microsoft Office.	A / I
An understanding of and commitment to equity, diversity and inclusion.	A
Desirable criteria	
Experience providing advice or advocacy on welfare, benefits, housing or similar areas.	A
Knowledge of welfare benefits and other statutory sector services that clients may access.	A / I
An understanding/awareness of the needs of the Irish community.	A / I
Knowledge of Advice Quality Standard (AQS) quality requirements.	A