
Housing Coordinator

About the Angelou Centre

With over 30 years of service to Black and racialised women and children, The Angelou Centre is a Black-led organisation based in Newcastle. We specialise in supporting Black and racialised women and children who are at risk of experiencing domestic abuse and other forms of Violence Against Women and Girls (VAWG).

We help women, children and young people recover after experiencing violence, abuse, or unfair treatment.

We listen, we understand, and we never judge.

Role Overview:

Contract	Full-time, permanent, with possibility of extension subject to funding
Salary	£30,303 to £35,781.20 (£16.65 to £19.66 per hour), depending on experience and qualifications
Hours & days	35 hours a week, Monday to Friday, 9am to 5pm
Additional benefits	25 days' paid holiday, 6% employer pension contribution and enhanced maternity leave
Location	Newcastle upon Tyne

About the Role

As our Housing Coordinator, you will ensure that The Angelou Centre's refuge accommodation continues to provide a safe and welcoming space for women. You will ensure that we comply with statutory building, property, and health and safety obligations. You will be responsible for ensuring health and safety compliance, coordinating repairs and maintenance, managing tenancy-related matters, and supporting the wellbeing of women and children accessing our refuge services. You will also line-manage our Refuge and Housing Support Workers and our Haven Finance Officer.

Our Ideal Candidate

Our ideal candidate is someone who:

- Is compassionate, non-judgmental, and committed to supporting survivors of domestic abuse
- Has experience of working within property, housing, or facilities management

- Has excellent knowledge of UK health and safety, building, and property regulations
- Has line management experience

Key Responsibilities:

Refuge Management

- Ensure that the refuge (dispersed accommodation) provides a safe, supportive, and welcoming environment in compliance with UK housing laws and the requirements of registered social landlords.
- Ensure completion of all necessary forms, including housing and welfare benefit forms.
- Liaise with statutory and voluntary agencies and networks, such as Housing Benefit Networks and housing agencies.
- Action any breaches of leases or tenancy agreements promptly and efficiently to ensure compliance with lease or tenancy obligations.
- Proactively address arrears in a timely manner and take appropriate action to recover debts.
- Work as a key part of the management team, supporting the Executive Director with planning, monitoring, evaluation, and development planning.
- Encourage a positive and supportive refuge environment, ensuring that women's and children's voices are heard and central to services.
- Work in partnership with voluntary and statutory organisations, including local authorities, Children's Social Care and other external agencies, while keeping up to date with local resources and services.
- Raise any safeguarding issues concerning children or vulnerable adults immediately, in line with safeguarding policies.
- Provide business development support to grow and develop The Angelou Centre's refuge services.

Health & Safety

- Lead on all health and safety matters for the refuge service, ensuring compliance with policies and legislation, including risk assessments, accident reporting, fire safety, repairs, and maintenance.
- Update policies to align with changing requirements.
- Provide technical support on property-related problems.
- Undertake site inspections, produce follow-up reports, and action plans.
- Maintain the property database.

Line Management

- Engage all team members in regular service reviews to promote best practice.
- Manage and participate in the on-call support rota, responding to emergencies outside office hours on a rota basis.
- Ensure staff are fully trained and able to carry out their duties.

To deliver services effectively, a degree of flexibility is required, and the postholder may be asked to undertake work not specifically referred to above. Such duties will, however, fall within the scope and appropriate grade of the role. This job description will be subject to review to ensure that it accurately reflects the duties and scope of the post.

Person Specification:

Experience & Abilities

- Housing or property management experience in a refuge or supported housing setting
- Experience of line management and project management
- Experience of drafting and signing property agreements
- Experience of risk assessment, fire safety protocols, and managing maintenance schedules
- Experience in procuring supplies, consultants, and contractors
- Experience in site inspections and writing reports and action plans
- Ability to build and sustain external professional relationships
- Ability to prioritise workload and work independently using initiative

Knowledge & Qualifications

- Excellent knowledge of UK health and safety, fire safety, and housing compliance regulations
- Excellent understanding of UK policies and legislation relating to domestic abuse
- Good knowledge of UK adult safeguarding regulations
- Good understanding of confidentiality, anti-discriminatory practice, safe practice and health and safety procedures
- Line management or supervisory experience
- NEBOSH General Certificate, NVQ Level 3 or 4 in Health & Safety, or IOSH Managing Safely

Values & Approach

- Commitment to anti-racist, trauma-informed, and feminist practice

- Empathy, kindness, and cultural competence, with a commitment to supporting Black and racially minoritised women
- A positive, can-do, and curious approach, with openness to learning
- Ability to work flexibly and respond to crisis situations using a trauma-informed approach
- Commitment to shared responsibility within a team
- Willingness to undertake training and commit to continuous personal development, reflecting on practice and making changes where needed

Desirable Criteria

- Experience in business development
- Valid UK driving licence and access to a car
- Financial management skills and ability to produce financial reports
- Experience in crisis management
- Experience working in the VAWG or women's rights sector
- Excellent understanding of domestic abuse and relevant UK policy and legislation

How to Apply

Please submit your CV and a cover letter outlining your reasons for applying and explaining how your previous work experience makes you suitable for the role.

Please note that we reserve the right to close this vacancy at any time if we receive a high volume of applications or find a suitable candidate. We therefore recommend submitting your application as soon as possible.

This post is:

- Subject to an Enhanced DBS Disclosure
- Subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975; applicants must disclose any previous criminal convictions to the Disclosure and Barring Service
- Open only to candidates eligible to work in the UK
- **Open to women* only (*exempt under the Equality Act 2010, Schedule 9, Part 1)**

The Angelou Centre is aware that Black and racialised women are less likely to apply for jobs unless they meet every qualification and requirement. If you are excited by the role but your past experience does not match every requirement, we encourage you to apply anyway. You may be just the person we are looking for.