Information NOW
Information for people in Newcastle upon Tyne

Looking for a job or work

There are lots of jobs available across Newcastle in all sorts of roles. Help is available if you're looking for a job for the first time, thinking about returning to work, or want to change your career. It may be a long time since you went through the process of looking for a job, filling in application forms and attending interviews.

If you are new to work or out of work, whether it's voluntarily or through redundancy, it can take time to find another job, regardless of your age. **Preparing for employment** can improve your chances of finding paid work.

There are lots of recruitment agencies, websites and careers advisers that can help you. You can look for a job or an apprenticeship and train while continuing in your current job. What you decide to do depends upon your circumstances, self-confidence, access to resources including digital resources and your interests. Many people change career several times or more during their working life so it is important to remember that your first choice may not be your final choice of job or career.

Employability support

Read our article on Support to prepare for employment if you need help with building your confidence or have a disability.

Local job search and employment support

Work and Thrive Central offers a one-stop shop for support with looking for a job, training and careers advice. Based on level 2 of Newcastle Information Hub & City Library, anyone can access this free service. You can ask for support with developing your skills, changing careers and setting up your own business. They host a range of partners, so they can help you find the right support to help in your career. They also have an online job portal. Register to search and apply for local jobs

Jobcentre Plus can help you to find a job, get back in to work, or set up your own business.

Newcastle Futures offer a range of employability support for people in Newcastle. They offer, training, one to one and online support. Tyne Online for people who are confident and have basic IT skills

Northern Learning Trust help with advice, support and careers guidance.

The National Careers Service provides careers advice and information to people of all ages. You can access free support online, over the telephone and face to face. They provide free resources including: a profile builder, and a skills assessment to help you to identify your skills, strengths and gaps

Your Homes Newcastle (YHN) offer 9 month job placements in a number of roles, from business administration and customer service to caretaking and manufacturing. Together with a local training provider they deliver short courses that feed directly into the recruitment for the Your Homes Your Jobs Programme. The part time courses last about 4 weeks and will help you to gain valuable skills, experience and qualifications to help you move back in to work. Successfully completing this course will guarantee you an interview for a 9 month paid job with YHN. Applicants must be over the age of 16 and living in a YHN property.

They also offer apprenticeships, including business administration, customer service, warehouse, manufacturing and housing. Priority will be given to applicants who live in a YHN managed property.

Mental Health Matters runs two employment support projects for 18 + and adults across the City..

Wise Steps helps people in Tyne and Wear to change their lives through work. They provide one-to-one advice, training and support to help people make those first steps towards work.

Triage provides skills and workplace training, as well as employability services. They have over 50 different free courses with a wide range of qualifications are offered across North East England. The service supports people over the age of 19 who earn less that £20,319 a year, to develop new skills and practical qualifications which can lead to jobs.

Winnovation Training are a Health, Social, and Early Years training provider. They support employed and unemployed people with free government funded training. They can have a range of support available including employability and apprenticeships

Search for employability or help to find a job organisations

Location:
Postcode:
Search

Ethnic minority communities, asylum seekers, refugees and new migrants

JET (Jobs Education and Training) work with ethnic minority communities, asylum seekers, refugees and new migrant communities to help them to find work, improve their skills and settle into life in Newcastle.

They provide one to one support with your CV, job search, application forms, **ESOL (English as a second language) classe**s to prepare you for work and finding work experience or training opportunities. **The Wicker Chair Coffee House & Bistro** at JET offers work placements as well as buffets for local events at competitive prices

Read our article on Support to prepare for employment for more information local support available.

Learning disability and autism employability support

Newcastle City Learning- Learning Difficulties and Disabilities provision run a range of courses including employability, English, Maths and ESOL.

Read our article on Support to prepare for employment if you need help with building your confidence or have a disability.

Young people employability support

The Newcastle Careers and Guidance Team (Connexions) provides careers information, advice and guidance to young people aged between 13 and 19, and up to 25 if you have a learning disability or difficulty. They can support you to make positive choices about your future with information about volunteering, college courses, apprenticeships, 6th form in schools, employment and other options depending on your needs and interests. They have advisors in schools and at the **Skills Hub at City Library.**

YMCA Newcastle provide a range of support and activities for young people. They can help with employability skills. Their youth workers also offer confidential support, information and advice to young people. T

Read our article on Support to prepare for employment for more information local support available.

Homeless people or at risk of homelessness support

Beam helps people into employment who are: homeless, at risk of homelessness or in unsuitable housing. You can use their website to raise money for things you need to help you start work such as: training, travel, smartphone, laptop, work clothes, childcare or equipment. You can get one to one support with your CV, job applications, interview skills and introductions to local employers.

Support for people leaving prison or prior convictions

The Recruitment Junction help place people with prior convictions into paid work across the north east, as well as providing mentorship, interview skills, support with application

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Interviews

An interview is a conversation between an employer and you about your suitability for a job. The employer asks you questions about your work experience, career, personality and life and you answer honestly with relevant information and insights that will help them select you. There are several types of interview, depending on the job and sector:

- **One-to-one interview** The most common type. You are interviewed by just one person (usually the boss) and it's a simple question and answer session.
- **Panel interview** This is where you're interviewed by more than one person at a time; expect two or more interviewers to be in the room with you.
- **Competency interview** The most advanced interview type. You'll be tested on different situations e.g. 'tell me about a time when you showed good teamwork'.

Interviews do not need to be scary or intimidating if you have done some research about the employer, you match their skills requirements and you want the job. Practice your interview technique with friends, family or through one of the organisations in the Skills Hub.

Work and interview clothes support

Smart Works is a no-cost clothing, styling and coaching service for women who have been invited to a job interview. They offer a 1:1 coaching session with an experienced coach. Clients visit for a two-hour appointment where they are styled by a dressing team. They take away a full outfit for their interview (theirs to keep).

Suitability supports unemployed men get back to work, by providing free suitable clothing for interviews, and one-to-one support to help them feel more confident to succeed.

Apprenticeships

An apprenticeship is a real job where you learn, gain experience and get paid. You're an employee with a contract of employment and holiday leave. By the end of an apprenticeship, you'll have the right skills and knowledge needed for your chosen career.

It can take between one and 6 years to complete an apprenticeship depending on which one you choose, what level it is and your previous experience. It's funded from contributions made by the government and your employer. Depending on the level, some apprenticeships may:

- require previous qualifications such as an English or maths GCSE
- give extra training in the English or maths skills needed so you're at the right level

Apprenticeships are available on leaving school and throughout your employment journey. Gov.UK has a section on **apprenticeships** at any age and **help for over 50s**.

Job vacancies

Local and national newspapers carry job adverts, usually on a particular day of the week. Most newspapers also have a website on which job adverts will be updated more regularly.

The internet is a good way of getting details of many vacancies. If you're not online at home, you can use the internet for free at your local library and Community Hive. There is free WIFI available in Newcastle. Find out more about **Computer support and IT classes available in Newcastle.**

You can use these websites below to search for a particular type of job in locations local to you. You can specify things like range of salary and whether you want to work full or part-time:

- **Gov.uk** for government jobs
- **NHS Jobs**
- **North East Jobs**
- **Fish4jobs**
- **VONNE** has voluntary sector vacancies across the North East.
- **Department for Work and Pension seasonal jobs portal** features summer, seasonal and temporary roles for jobseekers of all ages
- **Skills Hub** is a new platform for job seekers and employers. Vacancies are wide ranging and include: front of house and waiting staff at some of the region's leading bars and restaurants, chef opportunities and kitchen assistants to hoteliers, as well as receptionists at well-established accommodation brands in the city.
- **Guardian jobs** in the North East
- **Adzuna**
- **Monster**
- **Careershifters** use their online tool to discover new career options to move into fulfilling work
- **Skilled People (partnered with Restless)** search for jobs for people over the age of 50
- **LinkedIn** online networking for professionals. You can search job vacancies, post your CV and upload a personal skills and experience profile. Potential employers may find you based on your skills.

It is worth remembering that 73% of employers do not advertise vacancies externally. They advertise internally by using existing staff or people who have used a speculative approach and the employer has kept them on file. Try sending your profile with a covering letter to employers that you have an interest in working for, even if they are not currently advertising a vacancy.

You should also use your personal network. Amongst your friends and relatives there will be a vast range of knowledge about sectors and work opportunities.

Improving your job prospects

If you're unemployed or thinking about a change of career, it's a good time to think about the skills you have to offer and if you need some extra training for the job you want.

Create and keep your online profiles up to date

Most jobs are advertised online, so your online presence is important. Check any existing public social media accounts that you have and make sure they represent you well to potential employers. You may have profiles on Facebook, Twitter, Instagram, Tik Tok, YouTube, Blogs, LinkedIn and other sites.

When applying for jobs online, you will need to create an account and upload a personal profile, skills statement or CV which can make it quicker to apply for more jobs in the future. This may be on a job website such as North East Jobs, a recruitment agency or Social Media such as **LinkedIn**. Think about your skills, abilities and experience and include this in your profile. When you have some prepared profile statements you can use them regularly in other job applications.

Don’t forget to tailoring your skills and experience to each job application to show you are best suited to that job. You could ask a former boss, colleague or friend what they would say were your strengths and weaknesses to get you started.

Most employers will send you an application form or direct you to an online form rather than asking you to send them your CV with a covering letter. You will be given a person specification with essential skills, knowledge, abilities and personality traits that the employer is looking for. You will need to be able to answer this in writing. If you’re invited for an interview you’ll be asked to give more details.

Improving your skills, education and training

If you are looking for work and you feel that your skills need updating or that you would benefit from learning new ones, there are several ways to do this. Adult education courses, specific work training, and volunteering are all ways of improving your job prospects.

Read more about Adult learning, skills and training on InformationNOW

Newcastle City Learning run courses and qualifications for people over 25. They offer a range of qualifications, community involvement and work experience including:

- Cookery
- Life skills for people over 25 with a learning difficulty and/or disability
- Computers, digital skills and ICT
- Independent living in the home and the community
- Employability
- Maths and English
- English as a second language (ESOL)
- Art and drama
- Health & Social Care Academy a 4 week course to try out and prepare for a career in care work

The Skills Toolkit has free digital and numeracy courses.

Read our article on Support to prepare for employment to find out more about local support.

Lifelong learning

You’re never too old to study, whether it’s purely for enjoyment or to learn new skills to help you to get into work. Organisations in Newcastle provide learning opportunities from basic English and maths to information technology and business management courses. Many of these courses are free and either online or face to face. Find out more in our articles on:

- **Lifelong learning**
- **Computer classes and IT Support**

Volunteering

If you are looking to get back into paid work or maybe to change your career, volunteering is an excellent way to gain valuable skills and experience in your chosen field. See our section on **Volunteering** for further information and useful contacts.

Financial and practical support available to unemployed people

- **Employment and Support Allowance (ESA)**
- **Job Seekers Allowance**
- **Support for people on low incomes**
- **Food banks**
- **Free and low cost meals**
- **Emergency funds and support**

Support for carers

If you are **looking after someone** and want to combine paid work with your caring responsibilities, there is a variety of help available.

- The Working for Carers project provides specialised one-to-one support for carers in work or looking for employment, education, volunteering or training opportunities. The project is available to carers across the North of Tyne area (Newcastle, North Tyneside, and Northumberland).
- **Newcastle Carers** provide support to help **young and adult carers back to work in Newcastle**
- **Job Centre Plus** can help you return to work
- You can apply for the **Carers Allowance benefit** and the **Carers Wellbeing Fund.**

Support for parents

You can get help paying for childcare if it's provided by a:

- registered childminder, nanny, play scheme, nursery or club
- childminder or nanny with a registered childminder agency or childcare agency
- registered school
- home care worker working for a registered home care agency

You an also get support if you have:

- children aged between **3 and 4 for free for 15 hours a week**

- your child is under 16 (or under 17 and disabled)

Problems at work

If you are having problems in your current job, at risk of redundancy or feel that you are being discriminated against, you may find these pages on InformationNOW useful:

- **Redundancy**
- **Problems at work**
- **Racial discrimination**
- **Age discrimination**

Recruitment Scams

JobsAware can help you spot a scam. You should be wary of potential employers that ask you to pay for training or a DBS up front. They offer advice and support and you can report a scam.

Starting your own business

If you're interested in **setting up your own business or becoming self employed,** you can find out more about local support available on InformationNOW.

Employee Ownership

When you are looking for a job, you may like to consider the ethos of the organisation. Some employers are Employee Owned and may suit your values and prospects. The **Employee Ownership Association** has a list of members that might be useful.

Last updated: June 13, 2025

Useful Organisations

Jobcentre Plus

Email: contact-.dwp1@dwp.gsi.gov.uk

Website: https://www.gov.uk/contact-jobcentre-plus

Telephone: 0800 169 0190

Address: Newcastle City, NE1 1EE

Newcastle Futures

Email: newcastlefutures@newcastle.gov.uk

Website: https://www.newcastlefutures.co.uk/

Telephone: 0191 277 4125

Business Support Helpline

Email: enquiries@businesssupporthelpline.org

Website: https://www.gov.uk/business-support-helpline

Telephone: 0191 277 4125

National Careers Service

Email: NationalCareersServicencl@cfbt.com

Website: nationalcareersservice.direct.gov.uk

Telephone: 0191 277 4125

Address: National Careers Service , NE99 5EB

JET (Jobs Employment and Training)

Email: nasrin@jetnorth.org.uk

Website: http://www.jetnorth.org.uk

Telephone: 0191 273 5761

Address: Carnegie Building, NE4 8XS

Department for Work and Pensions (DWP)

Website: https://www.gov.uk/government/organisations/department-for-work-pensions

Telephone: 0191 273 5761

Newcastle City Council

Website: www.newcastle.gov.uk

Telephone: 0191 278 7878

Address: Civic Centre, NE1 8QH

LaterLife

Email: laterlifeenquiries@laterlife.com

Website: http://www.laterlife.com

Telephone: 0191 278 7878

Work and Thrive Central

Email: workandthrive@newcastle.gov.uk

Website: https://www.workandthrivenewcastle.org.uk/

Telephone: 0191 277 4125

Address: City Library, NE1 8AX

Adzuna

Email: supportuk@adzuna.com

Website: https://www.adzuna.co.uk

Telephone: NA

Address: Adhunter Ltd., SW6 3BN

Find a Job

Website: https://www.gov.uk/jobsearch

Telephone: NA

Suitability

Email: suitabilityCIC@gmail.com

Website: http://suit-ability.com

Telephone: 07731583535

Moving on Tyne and Wear (MOTW)

Email: enquiries@motw.org.uk

Website: www.motw.org.uk

Telephone: 0191 217 3206

Address: Moving on Tyne and Wear, NE13 6DS

East End Women

Email: eastendwomen@buildingfutureseast.org

Website: http://www.buildingfutureseast.org/local-programmes/east-end-women/

Telephone: 0191 263 2752

Address: Building Futures East, NE6 3PJ

Smart Works Newcastle

Email: newcastle@smartworks.org.uk

Website: www.smartworks.org.uk

Telephone: 0191 255 1906

Address: Smart Works Newcastle, NE1 8AF

Newcastle United Foundation

Email: nucastle@nufc.co.uk

Website: http://www.nufoundation.org.uk/

Telephone: 0844 372 1892

Address: NUCASTLE, NE4 6BQ

Rest Less

Email: info@restless.co.uk

Website: https://restless.co.uk/

Telephone: 0844 372 1892

Newcastle Careers Team

Email: careersteam@newcastle.gov.uk

Website: https://www.newcastlecareers.org.uk/

Telephone: 0191 277 1944

Address: City Library, NE1 8AX

Shaw Trust

Email: support@shaw-trust.org.uk

Website: https://www.shawtrust.org.uk/

Telephone: 0300 30 33 111

Address: Black Country House, B69 2DG

Northern Learning Trust

Email: hthirkell@northernlearningtrust.org.uk

Website: www.northernlearningtrust.org.uk

Telephone: 0191 271 0131

Address: Cheviot House, NE3 2ER

Mental Health Matters

Email: info@mhm.org.uk

Website: www.mhm.org.uk

Telephone: 0191 273 4614

Address: MHM Central Office, Avalon House, SR5 3XJ

Newcastle City Council Employability Team

Email: employabilityteam@newcastle.gov.uk

Website: https://new.newcastle.gov.uk/housing/council-housing/services-council-housing-customers/employment-support-council-tenants

Telephone: 07814 753 088

The Wise Group

Email: wisesteps@thewisegroup.co.uk

Website: http://thewisegroup.co.uk

Telephone: 0191 242 4898

Address: The Beacon, NE4 9PQ

Monster

Email: moreinfo@monster.co.uk

Website: https://www.monster.co.uk/

Telephone: 0800 781 4377

Careershifters

Email: hello@careershifters.org

Website: https://www.careershifters.org/

Telephone: 0800 781 4377

Address: 8 Coldbath Square , EC1R 5HL

LinkedIn

Website: https://uk.linkedin.com/

Telephone: 0800 781 4377

The Skills Toolkit

Website: https://theskillstoolkit.campaign.gov.uk/

Telephone: 0800 781 4377

Newcastle City Learning – Learning Difficulties and Disabilities provision

Email: samantha.riley@newcastle.gov.uk

Website: https://www.newcastlecitylearning.ac.uk/

Telephone: 0191 277 3520

Address: Westgate Community College, NE4 9LU

JobsAware

Website: https://www.jobsaware.co.uk/

Telephone: 0191 277 3520

Project North East (PNE)

Email: enquiries@pne.org

Website: www.pne.org

Telephone: 0191 6914901

Address: 7-15 Pink Lane, NE1 5DW

Beam

Email: chloe.rose@beam.org.

Website: https://beam.org/

Telephone: 0191 6914901

Newcastle University Student Union – Support and Advice Hub

Email: student-advice-centre@ncl.ac.uk

Website: www.nusu.co.uk/sac

Telephone: 0191 239 3900

Address: Newcastle University Students' Union (NUSU), NE1 8QB

YMCA Newcastle

Email: enquiries@ymcanewcastle.com

Website: https://ymcanewcastle.com/

Telephone: 0191 275 9855

Address: YMCA, NE6 3AB

Triage

Email: Training@triage.net

Website: https://triage.net/

Telephone: 07500799243

Address: North Sands Business Centre, SR6 0QA

Winnovation Training

Email: info@winnovation.org.uk

Website: https://winnovation.org.uk/

Telephone: 01670 457 320

Address: Winnovation Training, NE6 2YP

Related Articles

Council Tax Support

Jobseeker's Allowance (JSA)

Lifelong Learning

Age discrimination and ageing well

Digital support

Redundancy

Retirement

Flexible working

Starting your own business or self employment

Employment and Support Allowance (ESA)

Carers Wellbeing Fund

Support to prepare for work or a job

Autism and local support services

Adult learning, skills and training