



INTERIM HEAD OF HOUSING

UP TO 12 MONTH CONTRACT

Recruitment pack

Homes in Somerset

Bridgwater House, Kings Square,
Bridgwater, TA6 3AR

Phone: 0800 585 360

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Penlea House Development



Woolavington Estate Walkabout



Carrots Farm Handover



Highbridge Estate Walkabout



West Bow House Customers



2024 Garden Competition

Welcome to Homes in Somerset

Dear Applicant

Are you a passionate and dynamic leader with a strong track record in delivering high-quality housing services? Do you want to make a real difference in the lives of residents by driving service improvements, promoting tenant engagement, and ensuring compliance with regulatory standards?

We are looking for an experienced forward-thinking Head of Housing to lead our Housing Services Team. In this key leadership role, you will be responsible for the strategic and operational delivery of housing services, ensuring we provide safe, secure, and affordable homes to our residents. You will have a customer-focused mindset, ensuring residents are at the heart of our decision-making.

You will manage and develop a high-performing team, promoting a culture of accountability and continuous improvement and act as a key advisor on housing policy, ensuring the organisation is well-prepared for regulatory inspections.

If this sounds like you, we would love to hear from you!

The role is available to external candidates only, offering a chance for an experienced leader to join our leadership team and contribute to the delivery of high-quality, customer focused services. It is a high-profile role that will require strategic vision, excellent project management skills, financial acumen and a strong commitment to improving communities.

Within this pack are all the detail about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role, please contact us by emailing Jobs@homesinsomerset.org.

We look forward to receiving your application.

With best wishes,

Claire Tough

Director of Communities & Customer Service

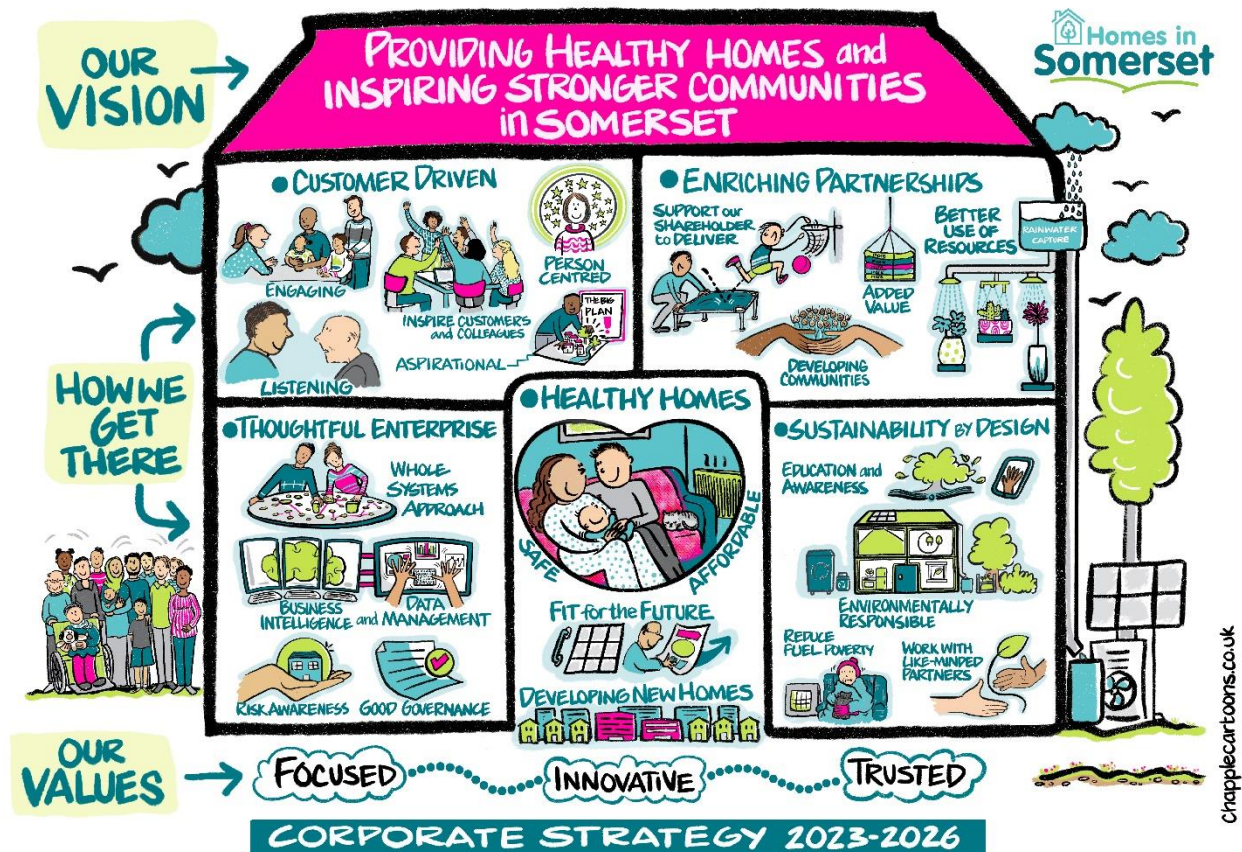


About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do. We are one of the largest housing providers in Somerset, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality, safe homes are provided to the people who need them most.

We've recently been re-assessed an Investors in People Gold Award employer, and we've got big plans for the future.

Our current strategy

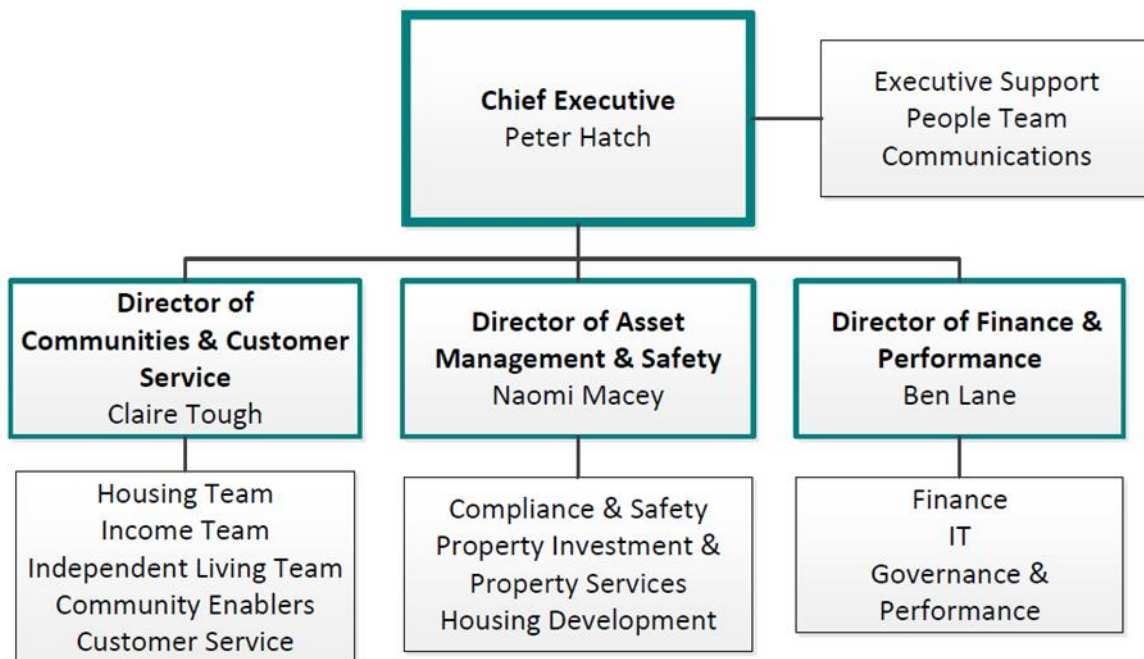


FOCUSED

INNOVATIVE

TRUSTED

Who we are



Role Profile

Job Title: Interim Head of Housing

Salary: £60,000 to £65,000 (depending on experience)

Annual Leave: 30 days plus bank holidays (rising with service)

You will receive a generous mileage allowance

Job Purpose:

- As Head of Housing you will lead and manage all housing management services within a social housing environment, ensuring that customers receive high-quality, customer-focused services. You will oversee tenancy management, rent collection, void management, anti-social behaviour, and the independent living service, ensuring compliance with the regulatory framework set by the Regulator of Social Housing (RSH).
- The role involves delivering operational excellence while driving continuous improvement in service delivery. This role will play a key role in ensuring the

organisation remains compliant with the Social Housing (Regulations) Act, RSH consumer standards, and other relevant housing legislation.

You will:

- Have proven leadership experience within the social housing sector, preferably in a housing association or local authority.
- Have In-depth knowledge of housing legislation, including the Housing Act, Homelessness Reduction Act, and Equality Act.
- Have Strong understanding of the Regulator of Social Housing's consumer standards, and the Tenant Satisfaction Measures (TSMs).
- Demonstrate success in rent collection management, void management, and tenancy sustainment.
- Have experience in resident engagement and complaint handling to improve customer satisfaction.
- Have strong financial management skills, including budget oversight and delivery of value-for-money services.
- Have excellent communication skills, with the ability to engage effectively with residents, staff, and external stakeholders.
- Have experience in change management and service transformation.

What will I have to do?

You will:

Strategic Leadership:

- Develop and implement a housing management strategy that aligns with the organisation's mission to provide safe, secure, and affordable homes.
- Provide leadership on housing policy, ensuring compliance with the Regulator of Social Housing's consumer standards, including the Tenant Satisfaction Measures (TSMs).
- Deputise for the Director of Communities & Customer Services, working and developing partnerships and housing policy locally and nationally.
- Act as the key advisor on housing-related matters, including changes in legislation, best practice, and sector trends.
- Lead initiatives to improve service delivery, including reducing rent arrears, improving void turnaround times, and enhancing resident engagement.
- Ensure that the organisation is well-prepared for regulatory and other inspections including In-Depth Assessments (IDAs) as required.
- Work in partnership with a range of colleagues and stakeholders, e.g., internal departments, Somerset Council (SC), Police, Councillors, other housing, voluntary and statutory organisations to maximise service quality, support communities, and put customers first.
- Work collaboratively with all other staff teams across the business supporting them in their work and provide cover and guidance, as necessary

Team Leadership and Culture Development

- Provide strong leadership to the housing services team, ensuring they are motivated, well-trained, and aligned with the organisation's values.
- As a member of the Senior Leadership Team, provide reports to Board and Executive Team on housing and related matters.
- Develop a high-performance culture, setting clear objectives and ensuring accountability.
- Foster a culture of learning and development, ensuring colleagues are supported in their professional growth.
- Promote diversity and inclusion within the team, ensuring fair treatment and equal opportunities.
- Ensure effective succession planning and talent development to build future leadership capacity.

Tenancy & Estate Management

- Oversee all tenancy management functions, ensuring policies and procedures comply with the Housing Act 1988, Equality Act 2010, and other relevant legislation.
- Manage the rent collection process, ensuring robust systems are in place to maximize income while supporting tenants to sustain their tenancies.
- Ensure effective void management processes to minimize void periods and lost income.
- Oversee the management of anti-social behaviour (ASB), ensuring a balanced approach to enforcement and support.
- Ensure the delivery of estate services that promote safe, clean, and well-maintained neighbourhoods.
- Understand and contribute to budget planning, management, and expenditure including the oversight and control of the budget for your areas of responsibility.

Compliance & Regulatory Management

- Ensure housing operations comply with the Regulator of Social Housing's standards, including the Home Standard, Neighbourhood and Community Standard, and Tenancy Standard.
- Ensure compliance with health and safety legislation, including fire safety, gas safety, and electrical safety regulations.
- As Safeguarding Lead for the organisation, develop and implement policies and procedures to ensure safeguarding is embedded across the organisation.
- Ensure the organisation is prepared for regulatory submissions, including annual regulatory returns and inspection responsibilities.
- Lead on risk management for housing services, identifying key risks and implementing mitigation strategies.

Performance Management & Continuous Improvement

- Develop and monitor key performance indicators (KPIs) to ensure housing services are delivering value for money and meeting resident needs.

- Use Tenant Satisfaction Measures (TSMs) to assess and improve service delivery in line with regulatory requirements.
- Drive a culture of continuous improvement, using data and resident feedback to identify areas for enhancement.
- Lead on value-for-money initiatives to deliver cost-effective services without compromising quality.
- Benchmark performance against sector peers to ensure the organisation remains competitive and compliant.

What do I need to be successful?

Desirable skills & Experience

- Ability to produce reports and other written work in accordance with HiS corporate communications guidelines, at the agreed standard and on time. Agreed standards may include good knowledge of Microsoft office, including spreadsheets and emails.
- Membership of the Chartered Institute of Housing (CIH) or equivalent.
- Knowledge of safeguarding policies and practices.
- Experience with digital transformation projects to improve housing services.
- Understanding of data protection (GDPR) and information governance.

Essential:

- Degree or equivalent in a relevant field (e.g., Housing Management, Social Policy, Public Administration) or Chartered Institute of Housing (CIH) minimum Level 5 qualification.
- Proven track record of Continuing Professional Development (CPD) in housing or related fields.

Desirable

- Leadership or management qualification (e.g., ILM, MBA).

How will I evidence my success?

I will...

- Ensure long-term housing strategies meet resident needs and regulatory requirements.
- Inspire, motivate, and develop the team to achieve high performance.
- Ensure residents are at the heart of service delivery, improving satisfaction and accountability
- Ensure housing services meet regulatory requirements and best practice standards.
- Ensure customer satisfaction and key performance indicators meet the relevant targets agreed for the organisation
- Manage budgets effectively and delivers cost-effective services.
- Build strong relationships with residents, partners, and external agencies.
- Lead service improvement initiatives to drive efficiency and enhance resident experience.



What we offer

We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 19.9% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- If your role requires a certain amount of travel, you will receive a car allowance.
- Access to discounts for sport, leisure, and entertainment activities.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	14, May 2025
Closing date	8, June 2025
Shortlisting	9, June 2025
Formal interviews	30, June 2025

How to Apply

To apply, please visit the vacancies section on [our website \(www.homesinsomerset.org\)](http://www.homesinsomerset.org) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Sunday, 8 June 2025, at 5pm.**