



# HOUSING ADMINISTRATION ASSISTANT

## Recruitment pack

### Homes in Somerset

Bridgwater House, Kings Square,  
Bridgwater, TA6 3AR

Phone: 0800 585 360

Email: [jobs@homesinsomerset.org](mailto:jobs@homesinsomerset.org)





**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,

Thank you for your interest in working with us at Homes in Somerset. This is a great opportunity for an outstanding professional to join us at an exciting time.

We are seeking a dedicated Housing Administration Assistant to join our team. In this role, you will assist in providing a full, responsive, and effective customer service to all residents. You will support the prioritisation of work for the Housing Management Team and provide administrative support to all service areas, including Housing & Tenancy management and lettings. You will report to the Housing Team Leader.

The successful candidate will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role with our Chief Executive, Peter Hatch, please contact us by emailing [Jobs@homesinsomerset.org](mailto:Jobs@homesinsomerset.org).

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People & Communications



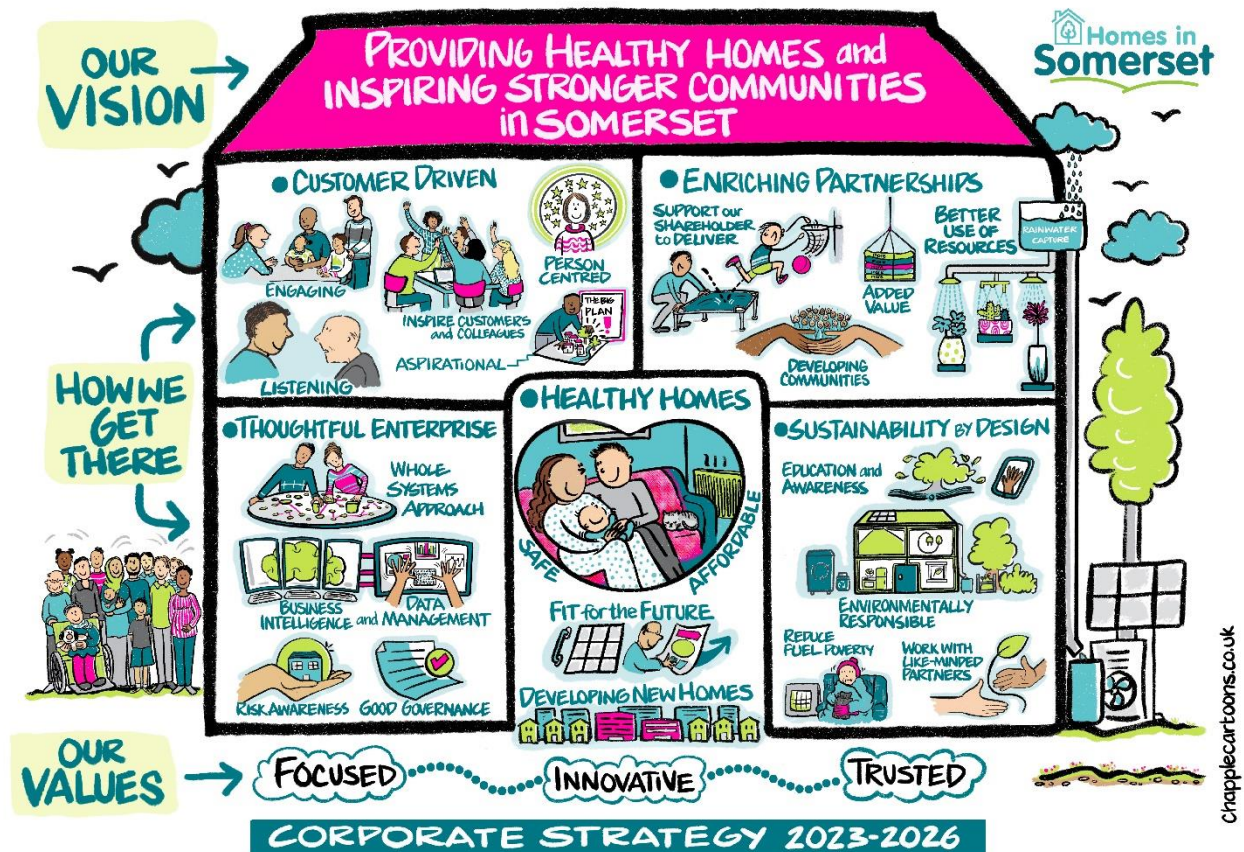


## About Homes in Somerset

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 and 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**

## Role Profile

Job Title: Housing Administration Assistant

Salary: £26,403 to £27,254 depending on experience

Annual Leave: 25 Days plus bank holidays

## What's the role?

You will:

- Assist in the provision of a full, responsive and effective customer service to all residents.
- Support the prioritisation of work for the Housing Management Team.
- Provide administration support to all service areas including Housing & Tenancy management and lettings
- Report to the Housing Team Leader

## What will I have to do?

You will:

- Support frontline teams by responding to correspondence from customers and other agencies; both in writing and on the telephone.
- Complete requests for service from the housing team including, management of documents, assisting with customer meetings and events, and general admin tasks.
- Deal with energy suppliers and bills for empty properties.
- Support with completing housing related satisfaction surveys
- Support with contacting complainants of anti-social behaviour via telephone, text message and email.
- Complete mutual exchange requests from customers including booking in inspections, sending correspondence to both internal and external customers, liaising with other landlords, requesting reference requests and completing mutual exchange tenancy sign-ups.
- Administer the advertising of Homes in Somerset properties on the Choice Based Lettings system.
- Complete updates on the Housing management system, including customer insight and property information.
- Assist with mail outs, including bulk letters and SMS.
- Monitor incoming reports and raise incidents of noise and anti-social behaviour on the Housing Management and third-party systems as required.
- Support with the monitoring of pest control jobs, checking invoices and closing jobs on the system as required.
- attendees, raising works for repairs and completion of summary report.

- Raise purchase orders as requested by the team.
- Assist the team in meeting its Health and Safety obligations.
- Liaise with other partners and stakeholders to support the team.
- Support the Team Leaders with data monitoring.
- Support the team to improve performance.

## What do I need to be successful?

- Ability to deliver high standards of customer service and performance in a customer facing field.
- Ability to apply your skills to support, prioritise and organise work in order to deliver high quality services.
- Well-developed interpersonal skills.
- To participate and play an active role in the team.
- Deliver results in accordance with organisational policy and procedure.
- Demonstrate high quality customer care and service excellence to all customers.
- Communicate effectively and work closely with other staff and customers.
- Assist with the development of existing and implementation of new procedures.
- Have a 'Can do' attitude, be flexible and respond proactively to customer needs.
- Take responsibility and be accountable for own work, decisions and performance.
- Effective problem solving and organisational skills.
- Good knowledge of Microsoft Office, including spreadsheets and emails.

## How will I evidence my success?

I will ...

- Successfully meet the KPIs and objectives agreed for myself and my team.
- Work with partners, customers and other stakeholders to deliver neighbourhood and community events which focus on customer needs, expectations and aspirations.
- Support the delivery of Homes in Somerset Corporate, Customer Influence & Engagement and Customers First strategies.
- Be aware of budgets for the service areas and assist in the delivery of services while obtaining value for money.
- Support the production of reports, procedures and other appropriate documents that ensures the effective delivery of services.
- Take a proactive approach in team meetings, at 121's and appraisals.
- Take responsibility for identifying training needs, updating knowledge of changes in legislation, best practice and other developments.
- Identify and support the management of risk and health and safety associated with the service area.

## 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	Friday, 15 August 2025
Closing date	Sunday, 31 August 2025
Shortlisting	w/c Monday, 1 September 2025
Formal interviews	Friday, 5 September 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, 31 August 2025, at 5pm.**