



HAZARDS COORDINATOR

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,

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 looking for a confident and efficient coordinator to organise our response to new legislation around our handling of damp and mould problems in our properties. The scope of the role will increase as other areas of repair work are brought under the umbrella of this legislation.

Working with surveyors and contractors, the role is vital in ensuring we meet tight timescales and high standards. The ability to take responsibility, meet deadlines and work effectively with others is key.

Equally, we need someone who can record information promptly and accurately and maintain complete and scrupulously accurate records. This person also needs to have strong IT skills, be able to manipulate figures and to produce reports.

You will need to be confident and flexible, have a 'can do' attitude and an appetite for learning.

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, please contact us by emailing Jobs@homesinsomerset.org.

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People & Communications

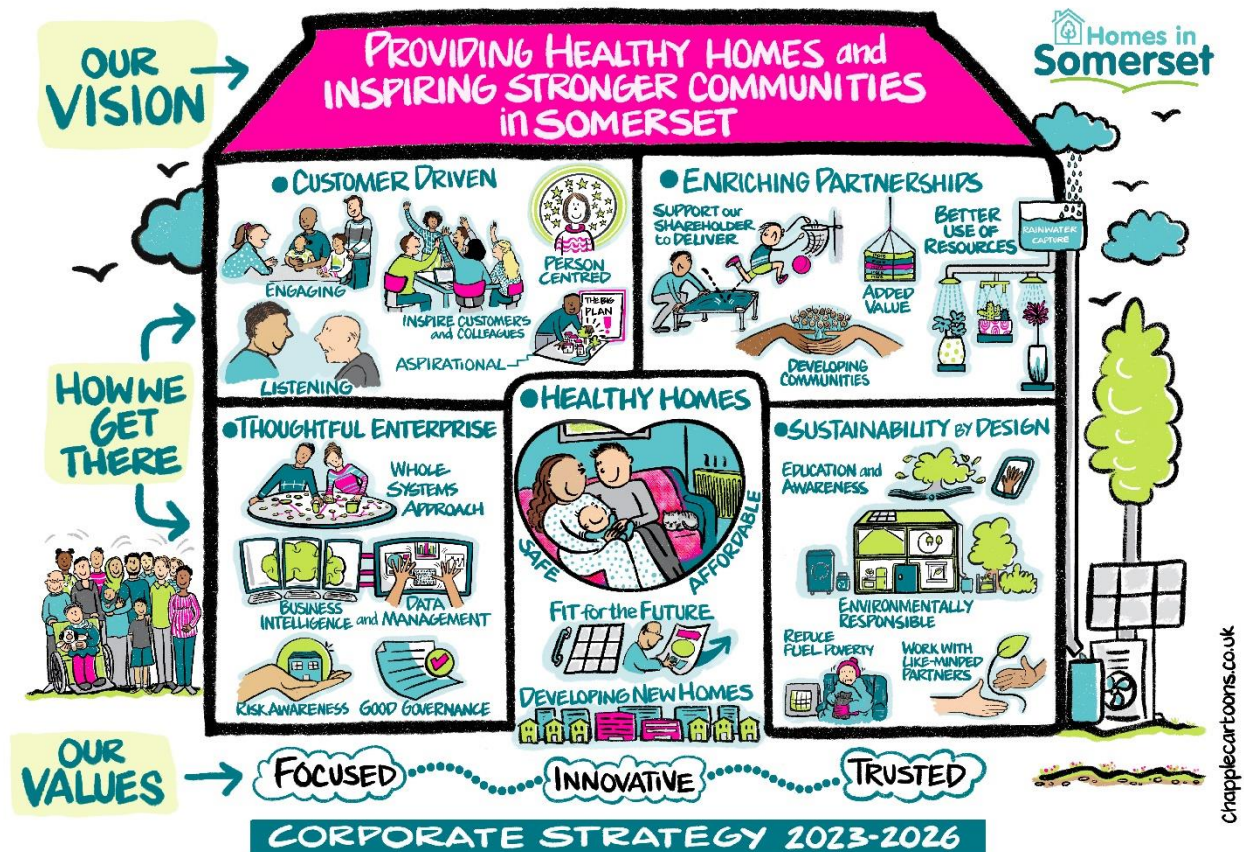


About Homes in Somerset

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: Hazards Coordinator

Salary: £31,022 to £32,597 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.
- Co-ordinate the response to reports of damp & mould and other hazards from customers in line with legislation.
- Compile and maintain comprehensive and accurate records and reports.
- Liaise with contractors to ensure timely booked visits are attended and work completed within our targeted Awaabs law SLAs.
- Book surveyor visits with customers and follow up with customers.
- Send and monitor surveys using an external platform on a daily basis and follow up all results and produce reports for senior management.

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.
- Monitor and manage repairs case management for all damp & mould and all significant and emergency hazards through to completion.
- Assist with mail outs, including bulk letters and SMS.
- Raise any repairs requested by CST and surveyors and ensure jobs and PO's are closed correctly.
- Produce repair works reports supported by the surveyor to send to the customers outlining what works we are going to attend and complete.
- Ensure CRM case management is followed and updated/closed when required. CRM to be always updated with all communications from customers and staff.
- Support with meetings with contractors as well as internal meetings.
- Assist with site visits with surveyor where required (not at all times)
- Raise purchase orders as requested by the team.
- Support the Team Leaders with data monitoring.
- Work collaboratively with all other staff teams and assist with tasks as requested.

What do I need to be successful?

You will:

- Ability to deliver high standards of customer service and performance at all times working in line with our Customer First approach.
- Ability to apply your skills to support, prioritise and organise work in order to deliver high quality services.
- Well-developed interpersonal skills.
- Ability to participate and play an active role in the team.
- Ability to deliver results in accordance with organisational policy and procedure.
- Ability to assist with the development of existing and implementation of new procedures.
- A 'Can do' attitude, be flexible and respond proactively to customer needs.
- Effective problem solving and organisational skills.
- Good knowledge of Microsoft Office, including spreadsheets and emails, and ability to learn other business-related systems.
- Good general education (GCSE level A-C in English and Maths)
- Have an awareness of the Equality Act 2010 and work in accordance with this at all times.
- Good knowledge of GDPR regulations.

How will I evidence my success?

I will ...

- Successfully meet the KPIs and objectives agreed for myself and my team.
- 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, 31 October 2025
Closing date	Sunday, 16 November 2025
Shortlisting	Monday, 17 November 2025
Formal interviews	Thursday, 20 November 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, 16 November 2025, at 23:59pm.**