



RESPONSE AND VOIDS SURVEYOR

Recruitment pack

Homes in Somerset

Bridgwater House, Kings Square,
Bridgwater, TA6 3AR

Phone: 0800 585 360
Email: 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.

Are you passionate about delivering outstanding service and making a real difference for customers? Homes in Somerset, one of the largest housing providers in the region, is seeking a dedicated Response & Voids Surveyor to join our dynamic team.

As a key member of our surveyor team, you'll play a vital role in ensuring our properties are safe, well-maintained, and ready for new tenants. You'll oversee repairs, manage voids, and deliver sector-leading service excellence—on time, within budget, and to the highest standards of customer care.

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

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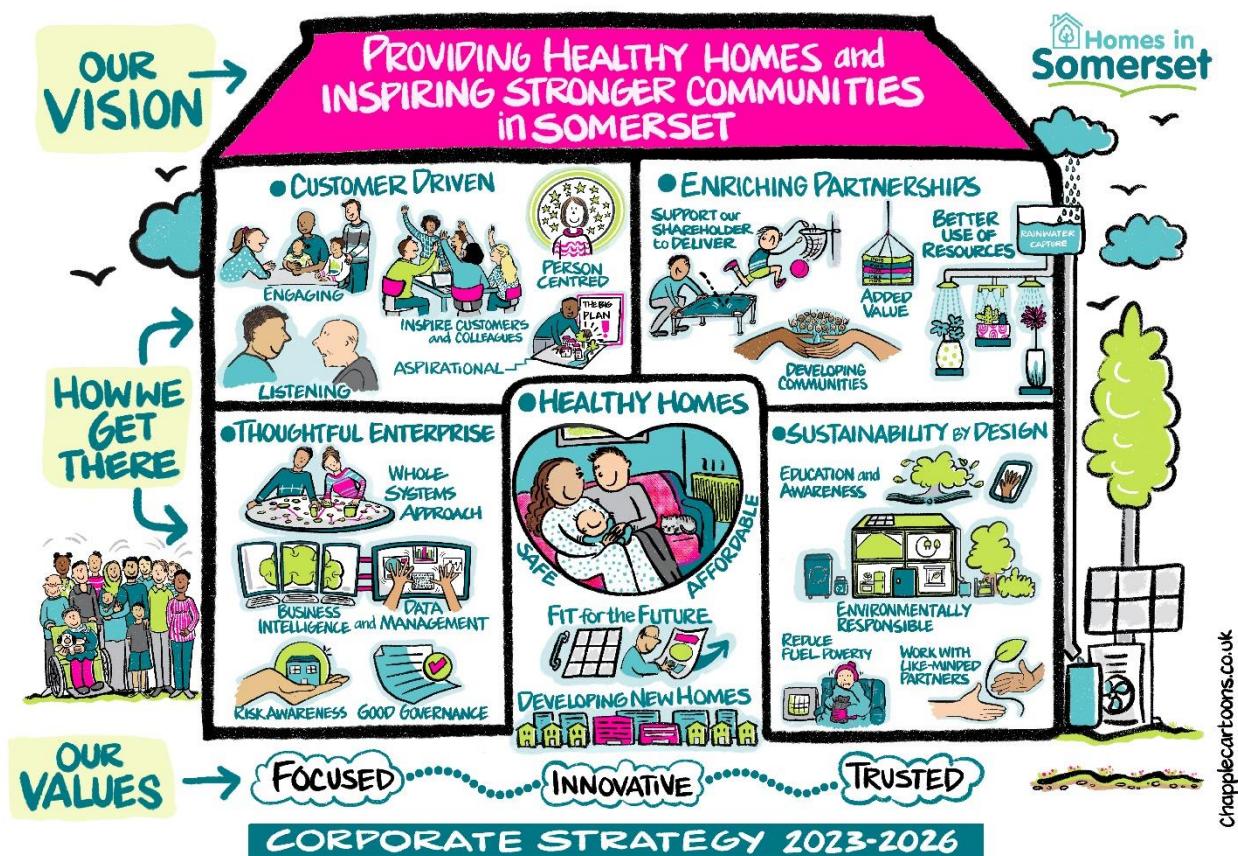
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About Homes in Somerset

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



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Role Profile

Job Title: Response & Voids Surveyor

Salary: £37,280 to £39,862 depending on experience

Annual Leave: 27 Days plus bank holidays

Car Allowance: A generous mileage allowance

What's the role?

You will:

- Carry out survey visits to properties and ensure repairs are highlighted and completed in accordance with Homes in Somerset time scales and standards.
- Take ownership of heating breakdowns in your area and chase contractors for updates and resolutions.
- Carry out End of Tenancy inspections (EOT's) on voids and oversee works to agreed standards. Keep up to date records of void return dates and attend handovers when required.
- Attend mould, damp and structural issues and provide detailed reports.
- Carry out Post Inspections to agreed percentage of Repairs.
- Monitor relevant budgets and ensure VFM.
- Report to the Asset Specialist.

What will I have to do?

You will:

- Continually developing all services, delivering sector leading service excellence; on time, within budget and to agreed quality standards ensuring exemplary standards of customer care.
- Be aware of Asbestos database and ensure all staff, contractors, consultants, tenants etc. are briefed on the existence of Asbestos in accordance with the Asbestos Regulations when necessary. This includes ensuring information is passed to the contractor prior to works commencing; that robust systems are in place which ensure the contractors and operations are trained on the Asbestos Emergency Plan.
- Ensure VFM is achieved and recorded across all maintenance contracts, including identifying and ensuring any agreed rebates and repayments back to Homes in Somerset.
- Ensure the organisation's health and safety responsibilities and codes of conduct are met via the actions and behaviours of our colleagues and contractors. In the event of any health and safety breaches take appropriate action to remedy and inform the Executive Team at the earliest opportunity.

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- Ensure compliance with all Health and Safety Legislation for each contract and areas of work.
- Ensure heating breakdowns are resolved in a timely manner and all systems updated accordingly.
- Responsible for ensuring robust property condition surveys are undertaken whilst inspecting voids and ensuring data collected is accurately recorded, including works completed through planned and responsive repairs budgets.
- Bring to the attention of the Executive Team any systems or processes where you know or have concerns that may be deficient.
- Effectively and efficiently monitor and manage budgets regarding repairs and voids.
- Coordinate/attend meetings with contractors (especially on larger works).
- Ensure financial control, identifying and reporting budget variances, providing corrective plans for overspends and areas for efficiency savings to deliver improved value for money services.
- Responsible for ensuring the specifying, procuring and management of contract works is carried out in accordance with contract standing orders and financial regulations and jobs are raised and closed on our systems. This includes signing off invoices.
- Immediately raise any concerns in relation to safety with your manager and escalate if necessary.
- Assist other surveyors with tasks as required (holiday cover included).

What do I need to be successful?

You will:

- Be technically strong, solution focused and a proven decision maker.
- Take responsibility for health and safety and comply with all safety legislation appropriate to building and construction.
- Strong focus on customer satisfaction and the customer experience.
- MCIOB or RICS qualifications are desirable, along with Damp & Mould experience/qualifications.
- Sound commercial awareness and financial acumen.
- Ensure a safe working environment for customers, colleagues, the public and contractors by ensuring that health and safety is effectively planned, organised, controlled and monitored.
- Put Customers First; be a team player and deliver high standards.
- Ensure all statutory duties are implemented and complied with and be responsible for delivering contracts within timescale and budget, to a high level of customer satisfaction.
- Keep your promises, be flexible, reliable and work well under pressure, prioritise and plan ahead.
- Deliver the right result, think outside the box and be responsive to change and creative in approach.



- Track record in delivering a high quality, customer and performance focussed maintenance or investment service in a similar or commercial environment.
- Successful programme and project management.
- Contract management and CDM.
- Management of asbestos within the contract's environment.

How will I evidence my success?

I will:

- Successfully meet the KPIs and objectives agreed for myself and my team.
- Successfully manage all contractors and contracts to ensure our customer gets the best possible service.
- Get feedback from my customers, peers and my manager about my effectiveness in delivering my services, as well as how I deliver them.
- Be able to demonstrate the service improvements I have delivered with tangible results that show success.
- Evidence that the Assets policies and processes have been effective in managing risk and providing good customer service.
- Evidence that the organisation is fully compliant with legislative obligations e.g. health and safety and procurement requirements for my area.
- Deliver my services within my allocated budget and evidence sound budget management through the year.
- Provide excellent service to all our customers, both internal and external.

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.

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Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Tuesday, 27 January 2026
Closing date	Sunday, 8 February 2026
Shortlisting	Monday, 9 February 2026
Formal interviews	Wednesday, 11 February 2026

How to Apply

To apply, please visit the vacancies section on [our website](http://www.homesinsomerset.org) (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 February 2026, 23:59pm**