



Phone: 0800 585 360

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ICT and Data Transition Officer

Recruitment Pack

Homes in Somerset, Bridgwater House, King Square, TA6 3AR





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 an experienced ICT and data professional to support a major transition as Homes in Somerset prepares to merge with Somerset Council's In-House Housing Management team to create a single 10,000 home operating model with effect from 1 September 2026.

Working as part of the transition programme, you will support system integration, data cleansing, repairs system configuration, and the alignment of operational processes within the housing management system.

You will also develop user-focused guidance and ensure customer communications are updated to reflect the new organisation.

The successful candidate will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can support 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.

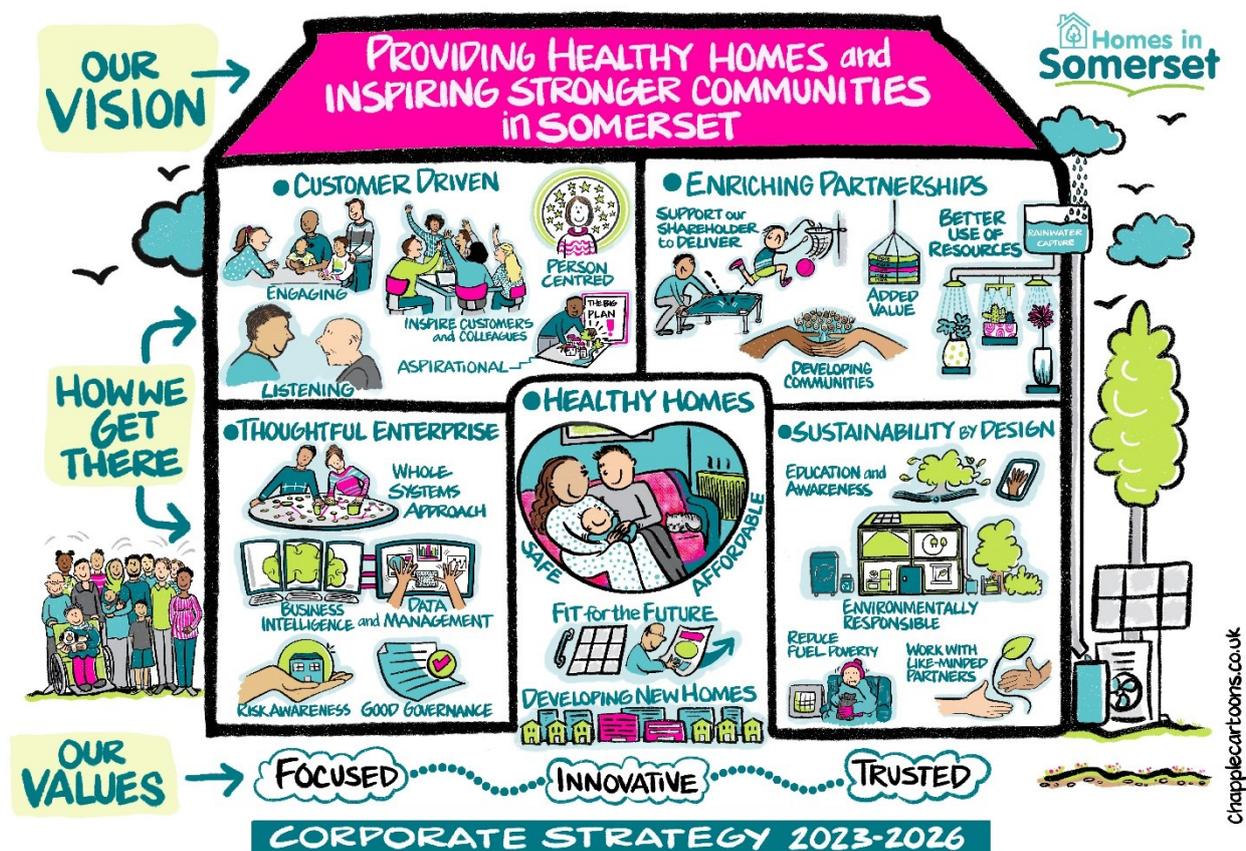
We are an arms-length management organisation, managing more than 4,000 properties on behalf of Somerset Council, which owns around 10,000 homes.

In 2025, Somerset Council instructed independent consultant Savills to understand how the housing management service can be best aligned, offering consistency and best value for money for customers.

Savills recommended that Homes in Somerset becomes the single housing management service provider, which was supported at the meeting of Somerset Council's Executive Committee on March 11, 2026. This decision is now subject to consultation with our secure tenants and leaseholders in accordance with section 105 of the Housing Act 1985, and a final decision is due at the end of April. If this recommendation is approved following the consultation, the changes are planned to take effect from September 2026.

This is an exciting time for Homes in Somerset and therefore, in preparation for this potential change, we're delighted to be advertising for this key role.

Our current strategy



FOCUSSED

INNOVATIVE

TRUSTED

Role Profile

Job Title:	ICT & Data Transition Officer
Contract Type:	Fixed Term (up to six months)
Salary:	£31,022 to £32,597 depending on experience
Annual Leave:	25 days per annum

Role Purpose

To provide dedicated ICT and data capacity to support the transition to a single operating model for the management of Somerset Council's 10,000 Social Properties, from the current two operating models in time for the agreed go-live date.

The role will focus particularly on repairs system integration, housing management system configuration, data cleansing, and the development of user-focused process guidance to support staff transitioning into the new operating model.

Key Responsibilities

System Configuration & Integration

- Support configuration and integration of the new repairs and maintenance contractor system with the housing management platform.
- Assist with the design and testing of system interfaces and APIs between the contractor systems, the housing management system and the repairs portal.
- Support system configuration to reflect standardised operational processes across the expanded organisation.

Customer Communications & System Templates

- Update and rebrand customer-facing communications, including letters, system templates and automated messages.
- Ensure communications reflect the new organisational identity and operational arrangements.

Data Mapping, Migration & Cleansing

- Undertake data cleansing and validation to ensure accuracy, completeness and consistency across datasets.
- Assist with preparation of data migration plans and validation checks prior to go-live.
- Support creation of a single reliable dataset for operational and reporting purposes.
- Support mapping and consolidation of data from multiple housing systems.

Housing Management System Alignment

- Support configuration changes within the housing management system as operational practices are aligned between organisations.
- Assist with testing system functionality to ensure processes such as repairs logging, asset records, tenancy management and communications operate effectively.

Documentation & Process Guidance

- Develop clear, user-friendly process guides and documentation for new or updated operational procedures.
- Work with operational teams to ensure guidance is practical and accessible.

Testing & Go-Live Support

- Support system testing, integration testing and user acceptance testing activities.
- Assist with resolving data and configuration issues during testing phases.
- Provide support during go-live and early stabilisation (“hypercare”) periods.

Stakeholder Collaboration

- Work closely with HiS ICT staff, council ICT teams, operational teams and external suppliers.
- Contribute to programme governance and transition workstreams where ICT or data input is required.

Knowledge, Skills and Experience

Essential

- Demonstrable experience supporting ICT systems, data management or system integration projects, ideally within a housing, local government or public sector environment.
- Experience working with housing management systems or similar enterprise operational systems.
- Experience undertaking data mapping, data cleansing and data validation across multiple systems or datasets.
- Experience supporting system configuration, testing or implementation, including user acceptance testing.
- Good understanding of data quality principles, including identifying inconsistencies, duplicates and data integrity issues.
- Experience supporting system interfaces or integrations, including working with suppliers or technical teams to test and resolve issues.
- Ability to translate technical or system changes into clear operational processes and user guidance.
- Experience producing clear documentation, including process guides, system instructions or operational manuals.
- Strong organisational skills with the ability to manage multiple tasks and priorities within a time-bound project environment.
- Ability to work collaboratively with technical teams, operational staff and external suppliers.

Desirable

- Experience working in housing management, repairs and maintenance systems, or related housing technology platforms.
- Experience supporting system migration or organisational transition programmes.

- Experience working with system APIs, integrations or middleware tools.
- Knowledge of data governance, GDPR and data protection considerations when handling operational data.
- Experience supporting supplier onboarding or contractor system integration.
- Experience working within local authority or ALMO environments.

Personal Attributes

- Analytical and detail-oriented, with a strong focus on data accuracy and system reliability.
- Pragmatic and solutions-focused, able to resolve issues quickly within a fast-moving transition programme.
- Collaborative and approachable, able to build constructive relationships with both technical and operational colleagues.
- Strong communicator, able to explain technical or system-related concepts clearly to non-technical users.
- Well organised and proactive, with the ability to manage competing priorities and deadlines.
- Adaptable and resilient, comfortable working in an evolving organisational environment during a major transition.
- User-focused, committed to developing practical processes and guidance that support frontline staff and service delivery.

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 with a generous employer contribution.
- 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.
- Access to discounts for sport, leisure, and entertainment activities via our benefits platform.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	24 March 2026
Closing date	Monday 6 April 2026
Shortlisting	Tuesday 7 April 2026
Formal interviews	Tuesday 21 April 2026

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 proof of your Right to Work in the UK. If required for the role, access to a vehicle is essential.

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 **Monday 6 April 2026, at midnight**