



Phone: 0800 585 360

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



## **Compliance & Building Safety Officer – 3 months Fixed Term Contract**

**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.

As a Compliance & Building Safety Officer, you'll combine technical expertise with outstanding people skills. You'll be a trusted presence in our communities, building relationships with residents, including those who may be reluctant to engage. Your ability to listen, empathise, and negotiate will be key to gaining access to properties and ensuring everyone's safety.

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](mailto:Jobs@homesinsomerset.org).

We look forward to receiving your application.

With best wishes,

*Julia Paling*

Head of People & Communications

## About Homes in Somerset

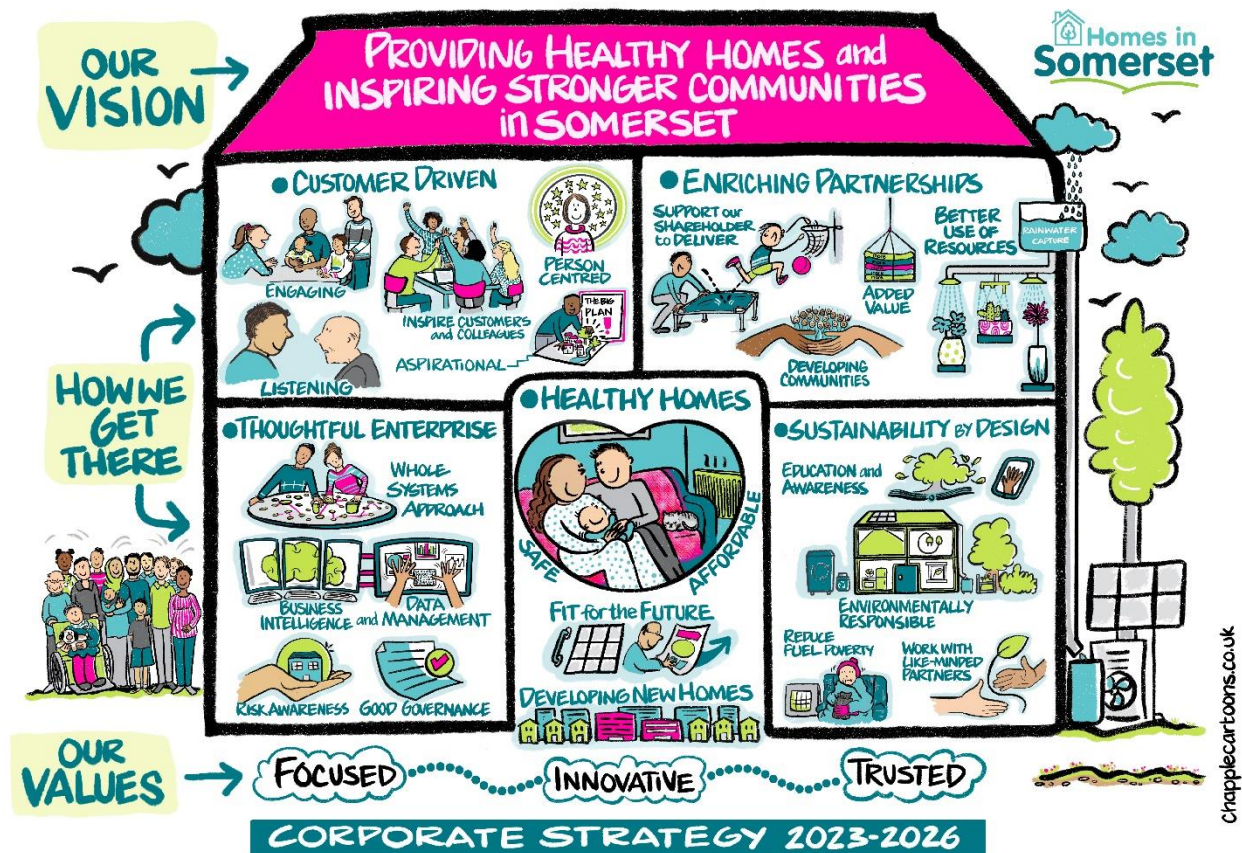
Here at Homes in Somerset, our customers are at the heart of everything we do.

We're soon to become the largest housing provider in Somerset. We are proud to provide safe, affordable, healthy homes for the people who need them most.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award, and UK Customer Experience Awards, and we've got big plans for the future.

We are driven to be the best managing agent in England, and we plan to do this by upholding our values and working towards five core strategic themes.

## Our current strategy



## Role Profile

Job Title:	Compliance & Building Safety Officer
Contract Type:	3 Months Fixed Term Contract
Salary:	£33,699 to £36,363 depending on experience
Annual Leave:	27 Days holiday plus bank holidays
Mileage:	Generous mileage allowance

## Role Purpose

As a Compliance & Building Safety Officer, you'll combine technical expertise with outstanding people skills. You'll be a trusted presence in our communities, building relationships with residents, including those who may be reluctant to engage. Your ability to listen, empathise, and negotiate will be key to gaining access to properties and ensuring everyone's safety. We'll support you with training and celebrate your successes in overcoming challenges.

### You will:

- Be part of a team of Compliance and Building Safety Officers and will be assigned to a patch.
- Take a lead role on the delivery of Compliance and Building Safety services working collaboratively with your team and the wider organisation.
- Carry out a range of Compliance duties with a key focus on quality, compliance & safety.
- Work with contractors to gain 100% compliance within your area.
- Instruct contractors to complete remedial works, issue orders, and monitor servicing & inspections.
- Plan & attend appointments in a timely manner.
- Update information feeding into the monthly Compliance Report.
- Work proactively with the wider organisation to address no access issues and maintain a customer first approach.
- You will Report to the Compliance & Building Safety Team Leader

## Key Responsibilities

### You will:

- Ensure that statutory and regulatory best practice requirements that apply to Lifts, Water & Fire Safety, as well as other miscellaneous Mechanical & Electrical services are consistently met.
- Carry out basic testing of properties and ensure key compliance documentation is in place, and contractors have carried out testing and inspection as per regulatory standards, and report on your findings.
- Review compliance risk assessments & ensure all remedial work and repairs identified through compliance related servicing, inspection testing or risk assessment is issued and completed by external contractors to agreed standards and technical specification.
- Monitor contractor performance to enable HiS to deliver its statutory obligations, highlight areas requiring procurement to ensure changes in legislation are identified and addressed.
- Monitor the quality of work carried out by consultants and service providers, analyse feedback to ensure all works are carried out in accordance with agreed service standards, legislation and contract documents.
- Have the ability to interpret and apply evolving legislation and best practice guidance relevant to high-rise safety, including the Building Safety Act and associated regulations
- Support procurement activity contributing, preparing and developing design briefs, technical specifications and tender documentation for the delivery of compliance risk assessment, inspection, servicing and testing activity and remedial work.
- Inspect and survey Fire Doors, providing full reports and recommendations.
- Carry out block inspections identifying and rectifying any issues.
- Carry out flushing and temperature checks within the blocks, halls and laundries as required.
- Develop and implement a timeline to achieve targets set out to achieve remedial works compliance.
- Review services and reports to ensure they are compliant.
- Ensure all systems are updated efficiently and accurately.

- Oversee the full process for remedial works that you raise from creating to closing jobs and invoicing.
- Take the lead on tenancy action where required for access, working collaboratively with the wider organisation and serving court paperwork.
- Be available on an ad hoc basis to respond to emergency or emerging situations when the team need on site presence.
- Be willing to undertake the training required to successfully carry out the role.
- Key areas of the team's responsibility: Gas, electrics, asbestos, water, fire, lifts
- Other additional responsibilities: Door entry systems, digital TV/satellite systems, lightning protection, all other heating systems, other serviceable components and health and safety.

## Knowledge, Skills and Experience

### You will:

- Be organised, manage your time effectively.
- Put customers first and deliver high standards.
- Use your interpersonal skills to engage with residents, ensuring their concerns are heard and addressed with empathy and professionalisation.
- Have strong communication skills, both verbally and in writing with the ability to produce good quality written technical reports.
- Have high attention to detail.
- Confidently manage and challenge contractors to ensure performance standards are met.
- Ability to work unsupervised, take responsibility and make decisions.
- Computer literate.
- Have a pragmatic, creative approach to problem solving with emphasis on fast, practical solutions.
- Have the ability to cope with a high volume of work, prioritise and be flexible to meet the needs of the service.
- Be self-motivated and a team player, demonstrating professionalism, positivity and proactiveness.
- Treat everyone with respect, being courteous and sincere.

- Work collaboratively with colleagues and external partners to develop creative solutions for gaining access to properties, especially where customers may be resistant or have complex needs.
- Keep informed and up to date on current developments and legislation regarding statutory compliance matters related to the undertaking of the post and ensure the department's senior leadership team are advised and updated accordingly.
- Promote equality, diversity & inclusion.
- Have a Full, clean, UK driving licence and access to a vehicle for work purposes.
- Have a good level of fitness.
- Be subject to an enhanced DBS review.

## How will I evidence my success?

### You will:

- Successfully meet the KPIs and objectives agreed for myself and my team, including the 100% compliance target set by HiS.
- Take a proactive approach in meetings, bringing fresh and innovative ideas to the team.
- Build strong relationships and rapport with team members and other teams across the organisation and with partner organisations.
- Receive recognition for successfully engaging with challenging customers and supporting access to complete key safety checks.
- Provide excellent service to all our customers and contribute to the continual improvement of the services we deliver 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 17.4% 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.
- Access to discounts for sport, leisure, and entertainment activities.

## Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Thursday, 25 June 2026
Closing date	Sunday, 5 July 2026
Shortlisting	Monday, 6 July 2026
Formal interviews	Thursday, 9 July 2026

## How to Apply

To apply, please visit the vacancies section on [our website](http://www.homesinsomerset.org) ([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 **Sunday, 5 July, at midnight.**