



Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Project Support 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.

This Project Support Officer role sits at the heart of how Homes in Somerset delivers its priorities, providing essential coordination and visibility across a wide range of projects and improvement initiatives. You will play a key role in ensuring that our programmes are well organised, actions are clearly tracked, and progress is consistently monitored, helping colleagues and leaders to stay focused on what matters most for our customers.

Working closely with teams across the organisation, you will bring structure and clarity to project delivery through high-quality reporting, effective follow-up and strong organisational skills. This is an ideal opportunity for someone who thrives on keeping things on track, enjoys working with a variety of stakeholders, and takes pride in producing accurate, timely information that supports good decision-making and continuous improvement.

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

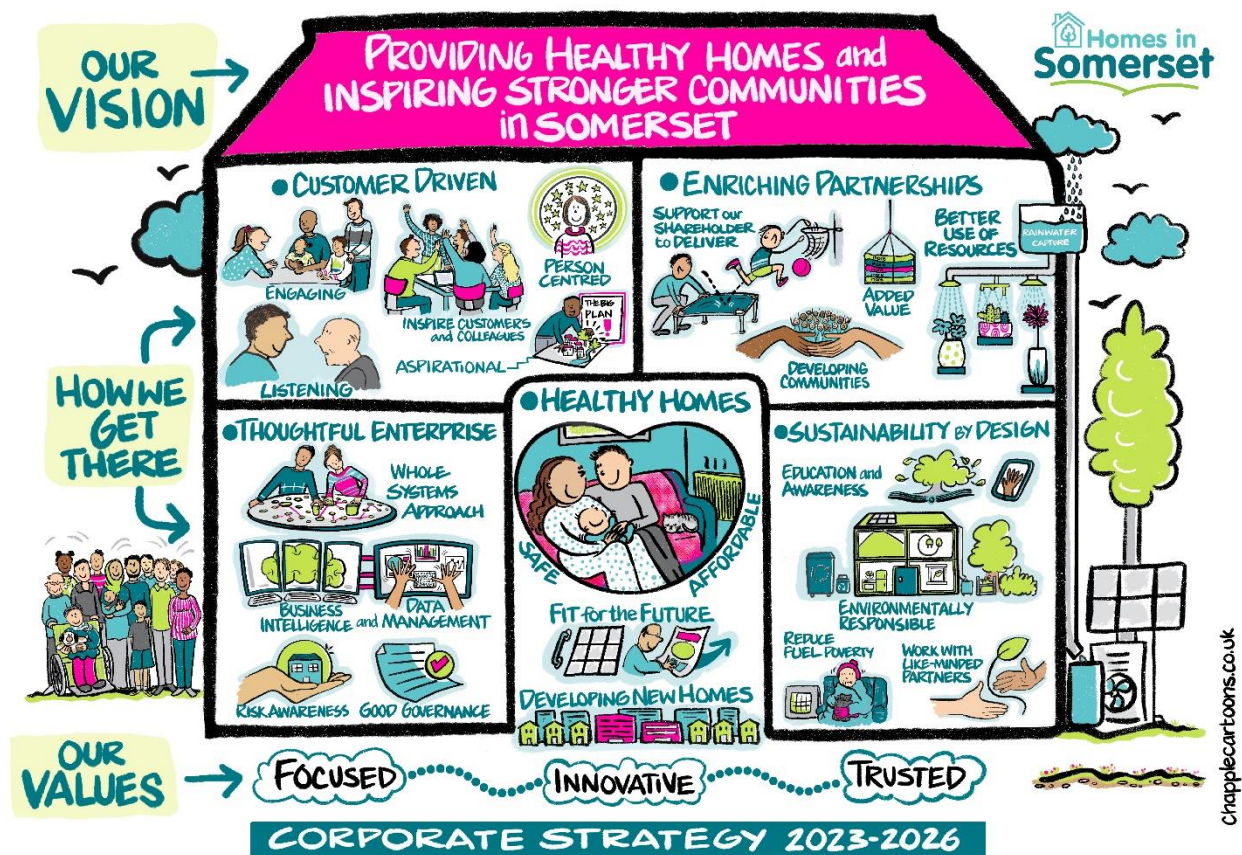
Here at Homes in Somerset, our customers are at the heart of everything we do.

We'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:	Project Support Officer
Contract Type:	Permanent
Salary:	£33,699 to £36,363 depending on experience
Annual Leave:	27 Days plus Bank Holidays

Role Purpose

As a Project Support Officer, you will play a key role in helping Homes In Somerset deliver its priorities by providing coordination, monitoring and administrative support across a range of projects, improvement initiatives and action plans.

You will work with colleagues across the organisation to ensure projects and actions are appropriately tracked, progress is monitored, and information is reported accurately and consistently. You will help bring structure, organisation and visibility to project delivery, supporting managers and project leads to keep activities on track and identify any issues at an early stage.

This role is not responsible for managing large-scale projects directly. Instead, it focuses on supporting delivery through effective coordination, maintaining project information, following up actions and providing reliable reporting and administrative support.

Key Responsibilities

You will

- Support the effective delivery of organisational projects, programmes and action plans.
- Maintain accurate and up-to-date project and action tracking information.
- Monitor progress against agreed milestones, deadlines and objectives.
- Coordinate updates from project leads and action owners.
- Produce reports and management information to support decision-making.
- Support governance and reporting processes across the organisation.
- Help identify risks, issues and delays that may affect delivery.
- Promote consistent approaches to project monitoring and action management.

- Build positive working relationships with colleagues at all levels.
- Contribute to the continuous improvement of systems, processes and ways of working.

Coordinate and Monitor Projects

- Maintain oversight of a range of organisational projects and improvement initiatives.
- Track project activities, milestones, deadlines and deliverables.
- Support project leads in maintaining accurate project records and documentation.
- Monitor progress and identify areas where additional support or intervention may be required.
- Assist in ensuring projects remain aligned with organisational priorities and objectives.

Manage Action Plans and Delivery Tracking

- Administer and maintain action tracking systems and project monitoring tools.
- Record, update and monitor actions from meetings, projects and organisational plans.
- Follow up with action owners to obtain progress updates and completion dates.
- Ensure actions are accurately recorded and closed when completed.
- Escalate overdue or high-risk actions where appropriate.

Reporting and Performance Information

- Prepare regular project status updates, reports and dashboards.
- Collate information from multiple sources and present it in a clear and accessible format.
- Support the production of reports for senior managers and the leadership team.
- Maintain accurate records to support performance monitoring and organisational reporting.

Governance and Meeting Support

- Coordinate project review meetings, delivery meetings and governance groups.
- Prepare agendas, supporting papers and meeting documentation.
- Record decisions, actions and key discussion points.
- Maintain records of project risks, issues and decisions where required.
- Support compliance with agreed governance and reporting arrangements.

Stakeholder Liaison and Communication

- Act as a point of contact for project monitoring and reporting activities.
- Work closely with colleagues across the organisation to obtain updates and information.
- Build effective working relationships that encourage accountability and timely delivery.
- Communicate professionally and confidently with a wide range of stakeholders.

Continuous Improvement

- Identify opportunities to improve project tracking, reporting and administrative processes.
- Support the development and implementation of standard templates, guidance and procedures.
- Contribute to a culture of continuous improvement and effective delivery.
- Promote consistent approaches to project and action management across the organisation.

Knowledge, Skills and Experience

Essential

- Experience of supporting, coordinating or administering projects, programmes, action plans or organisational improvement activities.
- Experience of monitoring progress, maintaining records and producing reports.
- Experience of working with a range of stakeholders and building effective working relationships.
- Experience of using Microsoft Office applications, particularly Excel, Word and PowerPoint.

Desirable

- Experience of working within social housing, local government, an arm's-length management organisation, or a similar public sector environment.
- Experience of using project management, action tracking or performance management systems.
- Knowledge of project management principles or methodologies.

Behaviours & Competencies

Organisation and Planning

- Ability to organise and prioritise a varied workload.
- Strong attention to detail and commitment to accuracy.
- Ability to manage multiple tasks and deadlines simultaneously.

Communication and Relationship Building

- Strong written and verbal communication skills.
- Ability to work effectively with colleagues at all levels.
- Confidence in following up actions and obtaining information from stakeholders.

Analysis and Problem Solving

- Ability to interpret information and identify trends, risks or emerging issues.
- Ability to present information clearly and concisely.
- A proactive approach to resolving issues and improving processes.

Personal Attributes

- Self-motivated and able to work independently.
- Reliable, organised and professional in approach.
- Committed to delivering high-quality work and excellent customer service.
- Positive, adaptable and willing to support colleagues across the organisation.

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, 24 June 2026
Closing date	Sunday, 5 July 2026
Shortlisting	Monday, 6 July 2026
Formal interviews	Wednesday, 15 July 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 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.**