



Phone: 0800 585 360

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Tenant Insight Officer

Fixed Term Contract – 12 Months

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.

The Tenant Insight Officer ensures tenants' voices are heard, understood, and acted upon.

The role leads on analysing Tenant Satisfaction Measures (TSMs) and wider tenant feedback across Somerset Council's soon to be restructured 10,000-unit landlord, translating insight into clear, evidence-based recommendations that inform decision-making, service improvement, and regulatory assurance.

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

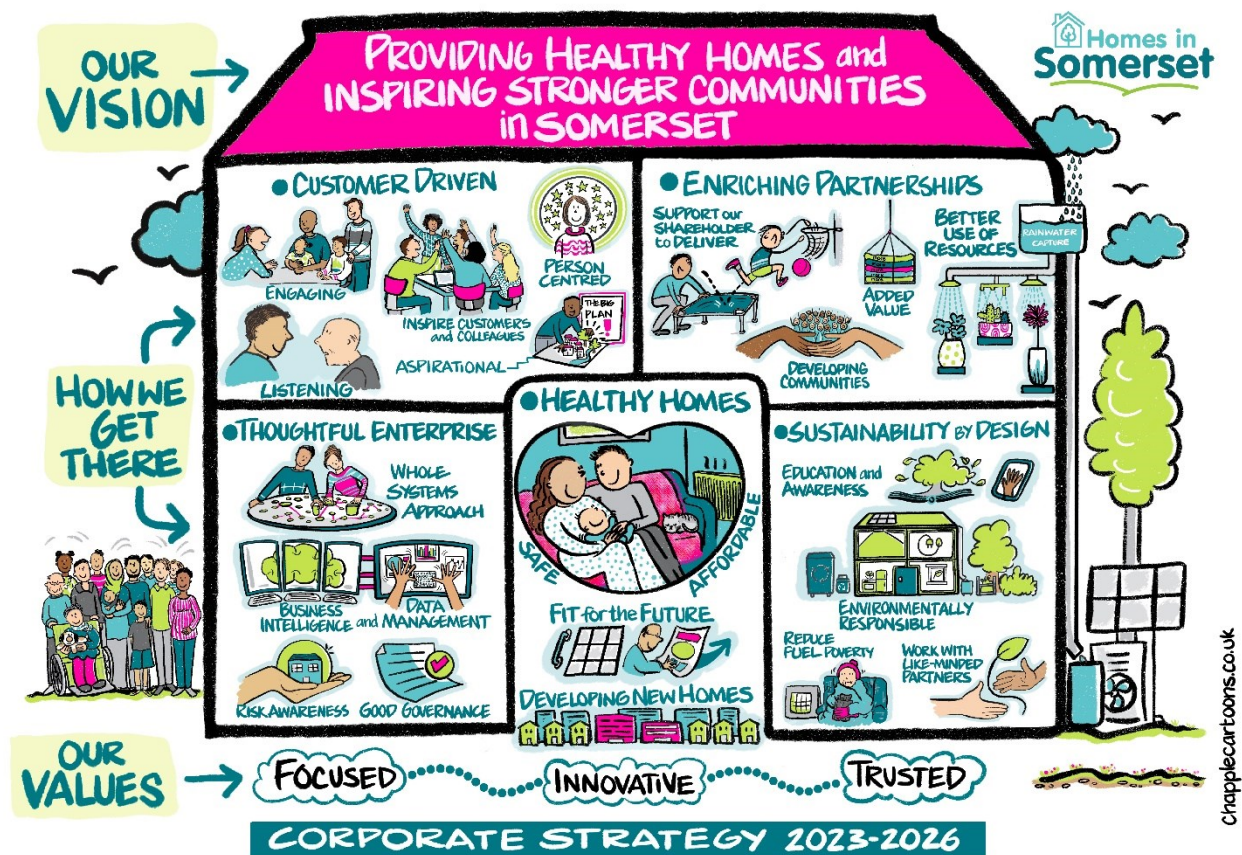
Here at Homes in Somerset, our customers are at the heart of everything we do.

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



FOCUSED

INNOVATIVE

TRUSTED

Role Profile

Job Title:	Tenant Insight Officer
Contract Type:	Fixed Term Contract – 12 months
Salary:	£31,022 to £32,597 (pay award pending)
Annual Leave:	25 Days

Role Purpose

The Tenant Insight Officer ensures tenants' voices are heard, understood, and acted upon.

The role leads on analysing Tenant Satisfaction Measures (TSMs) and wider tenant feedback across Somerset Council's soon to be restructured 10,000-unit landlord, translating insight into clear, evidence-based recommendations that inform decision-making, service improvement, and regulatory assurance.

Key Responsibilities

Tenant Satisfaction Measures (TSM) Insight

- Lead the analysis and reporting of TSM data, ensuring accuracy, consistency, and compliance with regulatory requirements.
- Analyse TSM results to identify key drivers of tenant satisfaction and dissatisfaction, monitoring trends over time and benchmarking against peers where possible.
- Translate data into clear, accessible insight for a range of audiences, including frontline teams, senior leaders, and tenants.
- Develop and maintain regular insight reports and dashboards to support performance monitoring and improvement.
- Use insight to constructively challenge service performance and escalate systemic issues where required.
- Contribute to assurance activity for senior leadership in relation to TSMs and regulatory expectations.
- Work alongside complaints and performance teams to analyse tenant feedback across different sources, identifying recurring themes, service failures, and systemic issues.
- Ensure tenants who express dissatisfaction are contacted where appropriate, raising service requests or complaints with relevant teams for action.

Service Improvement and Recommendations

- Provide independent, clear, evidence-based recommendations rooted in tenant insight.
- Support and challenge service areas to understand what the data shows and how to respond effectively.
- Contribute to service improvement plans, quality assurance activity, and performance reviews.
- Monitor and report on the impact of agreed actions and outcomes for tenants.

Reporting and Communication

- Produce dashboards, reports, and visual insight tools to communicate quantitative and qualitative findings clearly.
- Prepare briefings, reports, and presentations for leadership teams, boards, and tenant groups.
- Ensure insight is communicated in plain language and remains focused on the tenant experience.
- Work collaboratively across teams and services to share insight and support improvement.

Stakeholder Collaboration and Tenant Focus

- Work closely with internal stakeholders, boards and engaged tenants to align insight and improvement activity.
- Attend tenant meetings and engagement events, in person, within the Somerset area.
- Support tenant engagement, consultation, and co-production by providing relevant and timely insight.
- Promote a culture of listening to tenants and using feedback and data to drive change.
- Demonstrate respect for tenants lived experience and perspectives.

What do I need to be successful?

- Demonstrable experience of analysing customer insight, performance data, and survey results to inform decision-making.
- Proven ability to use customer feedback to support and drive service improvements.
- Experience of co-producing insight or improvement initiatives in collaboration with residents.
- Experience of reporting performance outcomes and insights to senior leadership teams or boards.



- Holds, or is willing to work towards, a CIH Level 3 qualification when required
- Have strong written and verbal communication skills, tailored to different audiences
- Have an ability to influence, challenge and support others constructively
- Customer focused mindset with a commitment to improving outcomes for tenants
- Curious, evidence-driven and motivated by improving services through tenant insight

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	Friday, 26 June 2026
Closing date	Sunday, 12 July 2026
Shortlisting	Monday, 13 July 2026
Formal interviews	WC 20 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, 12 July, at midnight.**