

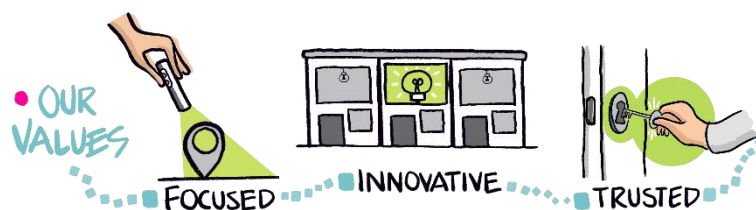


Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Assets Technical Administrator Recruitment Pack





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 looking for a proactive and detail-focused Assets Technical Administrator to join our Asset Management Service. This is a key role supporting the team to maintain accurate property and asset information, co-ordinate essential administrative processes, and help ensure our homes, data and services are managed effectively for the benefit of our customers and communities.

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 and Communications



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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 build stronger communities through providing great homes. We are driven to be the best managing agent in England, and we plan to do this by upholding our values and working towards three core strategic themes.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award and a gold RoSPA Award for health and safety performance, and we've got big plans for the future.

Our current strategy



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Role Profile

Job Title:	Assets Technical Administrator
Contract Type:	Permanent
Salary:	£28,142 to £29,540
Annual Leave:	25 Days per year plus bank holidays

Role Purpose

As the Assets technical administrator, you will support the Asset Management Service with administrative duties to sustain and support a range of core tasks across the team and wider service. This will ensure that colleagues, partners and regulators can rely on accurate, timely asset information.

You will ensure that Data across PIMS28S & Open Housing mirror each other and are up to date and trusted. You will assist the Data & Investment Specialist and Housing Analyst in tasks as required.

This role requires someone who can use their own initiative and be willing to take on additional tasks in differing areas of the department's responsibilities

You will:

Support the Housing Asset Management team:

- Assist the team in managing property related data and surveys including, property & key component data, landlord's consents, boundary disputes, fire damage assessments, fibre broadband wayleave requests, sound insulation cases, and disabled adaptation requests.
- Oversee the distribution of letters and monitoring of tenant refusals of upgrade works.
- Undertake general customer liaison, multiple system data inputting/updates, technical administration, processing invoices, goods receipting, scheduling appointments and data gathering to support the council's capital, repairs and retrofit projects.
- Provide administrative support to aid the delivery of grant funded retrofit programmes, including but not limited to: capturing and sharing evidence-based documents, updating property related spreadsheets and recording completions in a timely manner

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- Generate survey and validation schedules for the surveying team to work from.
- Deliver ongoing improvements for the service and identify issues with systems and procedures, advising managers of potential areas of improvement in processes and assist in taking steps to resolve them.
- Support the administration of property acquisition surveys and reports.

Handle enquiries and provide support:

- Liaise with external agencies and partners, including consultants, contractors, formal bodies, and other stakeholders.
- Liaise with residents and other internal stakeholders, staff, tenant panel members and elected members etc.
- Deal with tenant queries, complaints, and service requests related to property management and repairs.
- Assist the Housing Analyst with stock data analysis to support the council's capital investment programme including decent homes, compliance, net zero and estate works.
- Assist in preparation of reports and programmes of work using the property data.
- Manage asset information and data: Maintain accurate records of property information, stock condition, maintenance schedules, and compliance data within relevant systems.

Ensure compliance and quality:

- Support the team in adhering to regulatory, statutory, and internal policies and procedures, including health and safety requirements and quality standards.
- Review & Audit completed surveys to ensure accurate capturing of property related components.
- Ensure that data integrity is maintained via a “three lines of defence” approach.

Knowledge, Skills and Experience

Essential

- You will have strong MS Office skills particularly Excel.
- Proven administrative experience, ideally within a housing or property management environment.
- Understanding of the social housing sector and its operations.
- Excellent communication, interpersonal, and customer service skills, with the ability to interact with diverse individuals.
- Strong organizational and time management skills, with attention to detail

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and ability to prioritize tasks.

- Knowledge of asset management principles in housing, including stock condition, planned maintenance and compliance
- Excellent attention to detail and ability to identify and correct data inconsistencies
- Strong analytical and problem-solving skills
- Ability to work independently and manage multiple priorities

Desirable

- Knowledge of housing management legislation and basic building construction principles.
- Knowledge of asset management systems (e.g. PIMSS, Keystone or similar).
- Experience working within an ALMO, Local Authority or other social landlord.
- Understanding of building components and lifecycle planning.
- Relevant training or certifications in housing or property management.
- Training or certification in data analytics, Power BI or SQL.



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, 24 July 2026
Closing date	Sunday, 9 August 2026
Shortlisting	Monday, 10 August 2026
Formal interviews	Wednesday, 19 August 2026

How to Apply

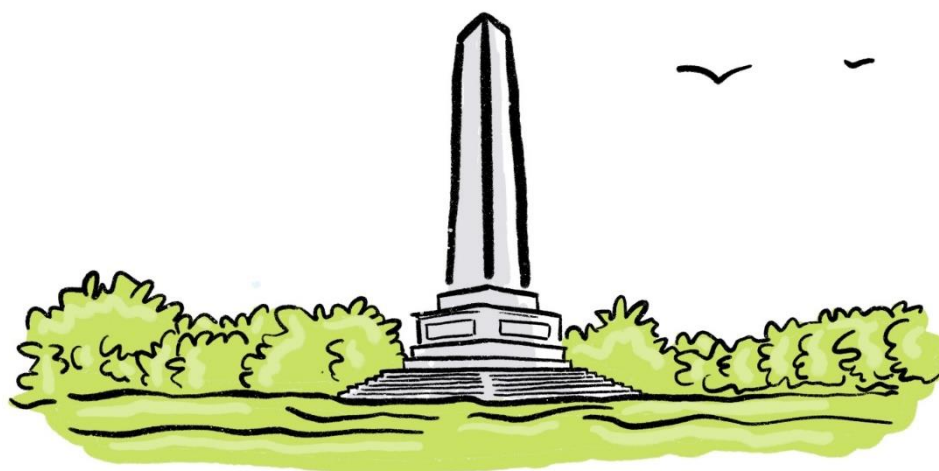
To apply, please visit the vacancies section on [our website](#). Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

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, 9 August 2026, at midnight.**



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