



Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Communications Officer

Recruitment Pack





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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 our Communications Officer, you will play an important role in championing clear, creative and engaging communications with our colleagues, customers and stakeholders. Working as part of a small and passionate Communications Team, you will help deliver our Communication Plan, create content across digital and print platforms, support positive PR activity, and build strong relationships that help raise the profile of Homes in Somerset.

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:	Communications Officer
Contract Type:	Permanent (22 hours per week)
Salary:	£33,699 to £36,363 (pro-rata)
Annual Leave:	27 days per annum (pro-rata)

Role Purpose

You will champion great internal and external communications through a wide range of initiatives to all our stakeholders and promote our business successes through positive PR. You will support the Communications Team in delivering the organisation's Communication Plan, with a focus on customer and stakeholder engagement. This role is part of a small but passionate Communications Team, and reports to the Communications and Marketing Manager.

You will:

- Create engaging internal and external content for a range of different platforms, including digital and print.
- Be an enthusiastic creativity with a real passion for engagement with both our customers and colleagues.
- Work collaboratively to identify positive press stories and key communication messages to ensure that press coverage is maximised.
- Build and maintain strong relationships with key stakeholders and members of the press.
- Manage and update our stakeholder list as required.
- Have a positive attitude and be open to trying new and innovative things to raise Homes in Somerset's profile in line with our communication plans.
- Work with senior management to support the development of public relations strategies and campaigns to enhance brand image and voice.
- Produce social media content that aligns with Homes in Somerset's brand identity and image.
- Be proactive in championing internal and external communication with key stakeholders.
- Review and update the website and intranet in consultation with colleagues and ensure the content is in line with our Communication Plan.

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- Have good attention to detail and excellent proof-reading skills.
- Deputise for the Communications Team Leader as required.
- To oversee the Communications email inbox and respond to queries.

What you will bring:

- At least two years' experience working in communications.
- Degree or professional qualification in communications, marketing or journalism (strongly desirable).
- Excellent written and oral communication skills including the ability to write press releases and other publications.
- Experience of working within a communications team or similar is desirable.
- High degree of creativity and visual skills.
- Highly developed organisational skills.
- Ability to work to tight deadlines and provide high-quality work.
- Ability to build and maintain good working relationships with colleagues, customers and stakeholders with multiple priorities.
- Knowledge of content marketing and SEO.
- Experience in the use of relevant programmes, including Adobe Illustrator, Adobe InDesign, Adobe Photoshop, is desirable.
- Experience of working within the Housing Sector or willingness to learn about Social Housing.

Knowledge, Skills and Experience

- Display and demonstrate behaviours that reflect our Values and put Customers First.
- Develop positive and productive working relationships both internally and externally with colleagues, customers and stakeholders.
- Build a culture where colleagues consider communications are strong, transparent and positive.
- Build a positive external brand by strong PR.
- Deliver the Communications Plan in consultation with the Communications & Marketing Manager



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	July 24, 2026
Closing date	August 9, 2026
Shortlisting	August 10, 2026
Formal interviews	August 13/14, 2026

How to Apply

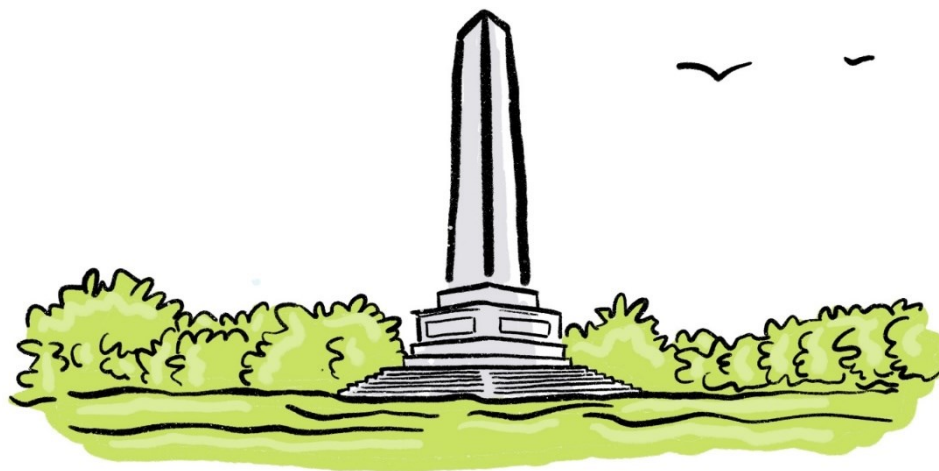
To apply, please visit the vacancies section on [our website](#). Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

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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