



Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Income 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 role is critical in delivering a customer-focused service that maximises income and supports our customers through the impact of welfare reform.

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 create stronger communities through great homes, and we plan to do this by upholding our values and working towards three core strategic themes.



Visual: choppe cartoon

Role Profile

Job Title:	Income Officer
Contract Type:	Permanent
Salary:	£33,699 to £36,363 (pay award pending)
Annual Leave:	27 Days plus Bank Holidays

Role Purpose

As an Income Officer, you will play a vital role in supporting customers to sustain their tenancies by providing effective income management services. You will be responsible for maximising rental income, reducing arrears, and ensuring customers receive appropriate advice, support, and access to financial assistance where needed.

Working closely with customers, colleagues, and external agencies, you will take a proactive and customer-focused approach to income collection, balancing commercial objectives with empathy and support. Through early intervention, tailored payment arrangements, and tenancy sustainment activities, you will help customers maintain their homes while contributing to the financial health of the organisation.

Key Responsibilities

You will

- Take all appropriate action to maximise income collection from rents, service and other charges.
- Take all appropriate action to mitigate the impact of Welfare Reform on tenants and the business in general. This includes ensuring tenants' income is being maximised, signposting tenants to debt and money advice services and taking action in line with our procedures to maximise income collection.
- Ensure systems, processes and procedures are fully utilised to ensure income collection is maximised.
- Deliver a range of proactive services that respond to the needs and aspirations of customers that supports a rent payment culture, financial inclusion strategies and income maximisation.

FOCUSED

INNOVATIVE

TRUSTED

- Take effective action that addresses performance or service quality failures.
- Work in partnership with a range of stakeholders i.e., internal departments and Somerset Council, to maximise performance, service quality and to support communities and customers.
- Work collaboratively with all other staff teams; specifically, the Housing and Independent Living Service teams, supporting them in their work, and provide cover and guidance as necessary.
- Adhere to good information security.
- Take responsibility for identifying training needs, updating knowledge of changes in legislation, best practice, and other developments.
- Support your team in the delivery of relevant performance indicators.
- Embrace hybrid working according to the needs of the service and customer. This will include the need to work flexibly both remotely and from the office.

Knowledge, Skills and Experience

- Well-developed communication and interpersonal skills; both verbal and written.
- The ability to work collaboratively with other teams across the organisation.
- High level of initiative and the ability to innovate.
- A strong commitment to putting Customers First and a can-do attitude.
- High degree of problem-solving skills with a solution focused approach.
- The ability to network and develop strong partnership working.

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	Tuesday, 7 July 2026
Closing date	Tuesday, 21 July 2026
Shortlisting	Wednesday, 22 July 2026
Formal interviews	Monday, 27 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 **Tuesday, 21 July at midnight.**

