



Phone: 0800 585 360

Email: jobs@homesinsomerset.org



People Officer

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.

As our People Officer, you will play an important role in delivering a professional, customer-focused People service across Homes in Somerset. Working as part of our supportive People Team, you will provide practical HR advice and guidance to managers and colleagues, support key stages of the employee lifecycle, and contribute to areas including recruitment, onboarding, employee relations, learning and development, people data and reporting, and colleague engagement. This is a varied and rewarding role where your organisation, attention to detail and commitment to our values will help us create a positive, inclusive and supportive workplace for everyone.

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



FOCUSED



INNOVATIVE



TRUSTED

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:	People Officer
Contract Type:	Permanent (37 hours per week)
Salary:	£33,699 - £36,363
Annual Leave:	27 days per annum

Role Purpose

The People Officer plays a key role in delivering a professional, customer-focused People service across Homes in Somerset. Working with the People Business, the role provides operational HR support throughout the employee lifecycle, helping to ensure compliance with employment legislation, organisational policies, and best practice.

The role supports recruitment, onboarding, colleague relations, learning and development, people data management, absence management, change activities, workforce planning, and colleague engagement initiatives. The People Officer acts as a trusted first point of contact for managers and colleagues, providing practical advice, guidance, and administrative support while promoting the organisation's values, culture, and commitment to equality, diversity and inclusion.

What will I have to do?

People Operations

- Provide day-to-day HR advice and support to managers and colleagues on people policies, procedures, and employment matters.
- Support the administration of the employee lifecycle including recruitment, onboarding, contractual changes, promotions, transfers, and leavers.
- Draft employment documentation including contracts, letters, policy correspondence and management reports.
- Ensure all colleague records are accurate, up-to-date and maintained in accordance with GDPR requirements.
- Maintain HR systems and ensure data integrity across all People processes.



Employee Relations

- Provide advice and administrative support for absence management, probation reviews, disciplinary, grievance, capability and flexible working processes.
- Support managers to apply People policies consistently and fairly.
- Assist with investigations, hearings and formal meetings, ensuring accurate documentation and records are maintained.
- Escalate complex employee relations matters to the People Manager or People Business Partner as appropriate.

Learning and Development

- Support learning and development activities across the organisation.
- Maintain training records and compliance data.
- Produce reports to help managers monitor mandatory training and competence requirements.
- Identify training gaps and support the delivery of development initiatives that enhance colleague performance and compliance.

People Data and Reporting

- Produce regular and ad hoc People metrics and reports.
- Analyse workforce data and identify trends relating to absence, recruitment, turnover and training compliance.
- Support managers by providing accurate and timely people information to support decision making.
- Ensure reporting processes are accurate, secure and compliant.

Change and Project Support

- Assist with workforce planning and People projects.
- Contribute to the continuous improvement of People Team processes, systems and services.
- Support the delivery of organisational objectives through effective project and administrative support.

Engagement, Culture and Inclusion

- Promote Homes in Somerset's values and behaviours in all interactions.
- Support colleague engagement activities, wellbeing initiatives and internal events.
- Champion equality, diversity and inclusion across all People activities.
- Contribute to building a positive, inclusive and customer-focused culture.



What you will bring:

- CIPD Level 3 qualification or equivalent experience.
- Experience working in an HR, People Officer or HR Administrator role.
- Good knowledge of employment legislation and HR best practice.
- Experience supporting employee relations processes.
- Experience of using HR systems and maintaining employee records.
- Strong organisational skills with the ability to manage competing priorities.
- Excellent written and verbal communication skills.
- Strong attention to detail and ability to handle confidential information appropriately.
- Ability to build effective working relationships with managers and colleagues.
- Strong customer service and problem-solving skills.
- Commitment to equality, diversity and inclusion.
- Experience producing People metrics and reports.
- Experience supporting recruitment and workforce planning activities.
- Experience within housing, local government or a regulated environment.
- Knowledge of competence, compliance or learning management systems.

System Skills

HR Information Systems (HRIS)

- Maintaining colleague records.
- Processing contractual changes.
- Producing reports and workforce data.
- Monitoring absence and employment information.

Learning Management Systems (LMS)

- Recording training activity.
- Monitoring compliance training.
- Producing learning reports.

Microsoft 365

- Outlook
- Word
- Excel
- PowerPoint
- Teams



- SharePoint

Skills and Competencies

- Strong organisational and planning skills.
- Ability to manage multiple priorities effectively.
- Excellent communication and relationship-building skills.
- Coaching and influencing skills.
- Analytical and data-focused approach.
- High level of professionalism and integrity.
- Attention to detail and commitment to accuracy.
- Customer-focused and solution-oriented mindset.
- Ability to work independently and collaboratively.
- Commitment to continuous improvement.
- Ability to support positive cultural change and colleague engagement initiatives.



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 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.**

