



Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Hazards Lead

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.

The Hazard Lead manages the Hazards team to ensure damp, mould and other housing hazards are investigated quickly, remedial work is completed safely and customers receive a clear, responsive service.

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



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:	Hazards Lead
Contract Type:	Permanent and Full time
Salary:	£45,091 - £48,226
Annual Leave:	27 days per annum

Role Purpose

Reporting to the Property Services Manager, you will lead the hazards surveying function and support a team of three Hazard Surveyors to ensure damp, mould and other housing hazards are investigated and resolved promptly, safely and in line with legal requirements, while delivering a clear and responsive service to customers.

What will I have to do?

You will:

- Lead the delivery of an effective hazards surveying service, ensuring work is completed on time, within budget and to agreed quality standards while maintaining exemplary customer care.
- Manage, support and coach three Hazard Surveyors, including allocating work, monitoring performance and providing day-to-day guidance.
- Monitor and oversee investigations of hazards arising in tenants' homes, ensuring cases are prioritised according to risk, urgency and legislative requirements.
- Resolve day-to-day operational issues, including workload pressures, access difficulties, customer concerns, contractor queries and case escalations.
- Ensure all hazards identified by tenants, colleagues, partners or stakeholders are investigated within appropriate timescales and progressed through to resolution.
- Monitor compliance with Awaab's Law timescales and ensure tenants receive clear, timely updates on findings, risks, interim safety measures and planned remedial works.
- Maintain awareness of asbestos information and ensure colleagues, contractors, consultants and tenants are appropriately briefed in accordance with relevant regulations where necessary.



- Ensure the organisation's health and safety responsibilities and codes of conduct are met through the actions and behaviours of colleagues, contractors and supply chain partners.
- Apply Construction (Design and Management) Regulations 2015 principles where survey outcomes lead to construction, repair, refurbishment or maintenance activity, ensuring appropriate duty holder responsibilities, risk information and contractor arrangements are considered.
- Escalate significant safety concerns, service risks or complex cases to the Property Services Manager with clear recommendations for action.

What you will bring

- Be technically strong, solution focused and a confident decision maker, able to support others with complex hazard-related cases.
- Have experience of leading, supervising or coordinating a surveying or technical repairs service.
- Have a recognised qualification in damp, mould and condensation investigation, or equivalent relevant technical experience.
- Have strong experience in dealing with damp, mould, condensation and wider HHSRS hazards, including appropriate remedial measures.
- Understand the consequences of failing to identify, manage and rectify hazards effectively, including customer, legal, reputational and compliance risks.
- Have a strong focus on customer satisfaction, clear communication and the customer experience.
- Be able to manage competing priorities, make sound decisions under pressure and support the team to deliver the right outcomes.
- Be aware of, and take responsibility for compliance with, all relevant health and safety legislation, ensuring risks are effectively planned, organised, controlled and monitored.
- Be fully aware of and maintain compliance with asbestos regulations and associated safe working practices.
- Understand the requirements of Awaab's Law and the Construction (Design and Management) Regulations 2015 and be able to apply them proportionately within a social housing repairs and hazard management environment.
- MCIQB, RICS or equivalent professional qualifications are desirable.

Skills & Competencies

- Successfully meet the KPIs and objectives agreed for me and the hazards surveying team.

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- Demonstrate effective oversight of three Hazard Surveyors through clear work allocation, technical support, performance monitoring and day-to-day issue resolution.
- Ensure hazard cases are progressed within agreed timescales, with risks prioritised and emergency cases managed promptly and safely.
- Successfully manage complex cases, complaints, escalations and works to ensure customers receive the best possible service.
- Get feedback from customers, colleagues and my manager about my effectiveness in leading the service and supporting the team.
- Be able to demonstrate service improvements with tangible results that show better outcomes, reduced risk and improved customer experience.
- Evidence that assets policies, processes and legislative requirements have been followed and effectively used in managing risk and providing good customer service.
- Evidence that the organisation is fully compliant with health and safety, hazard management and procurement requirements for my area.
- Evidence effective compliance with Awaab's Law and CDM requirements through accurate records, audit trails, timely case progression, appropriate contractor coordination and clear customer communication.
- Deliver services within allocated budgets and evidence sound budget management throughout the year.
- Provide excellent service to all customers, both internal and external.
- Support the successful defence of disrepair cases by ensuring accurate records, robust evidence and expert input are available where applicable.



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	4 August 2026
Closing date	21 August 2026
Shortlisting	24 August 2026
Formal interviews	3 September 2026

How to Apply

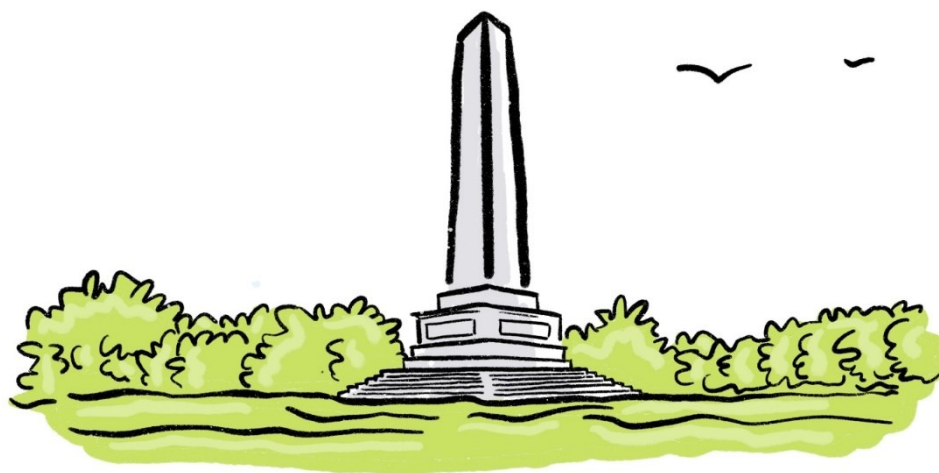
To apply, please visit the vacancies section on [our website](#). Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

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 **Friday, 21 August 2026, at 5pm**



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