



Phone: 0800 585 360

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Complaint Resolution Specialist

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 ensures we are compliant with the Housing Ombudsman Complaint Handling Code, whilst responding to customer dissatisfaction and ensuring we are adopting a lesson-learned approach.

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.



FOCUSED

INNOVATIVE

TRUSTED

Role Profile

Job Title:	Complaint Resolution Specialist
Contract Type:	Fixed term contract – 12 months
Salary:	£38,510 - £41,177
Annual Leave:	27 Days plus Bank Holidays

Role Purpose

To lead on the management of Stage 2 complaints and Housing Ombudsman investigations, by undertaking reviews of Stage 1 complaint responses, and identify service failures and learning opportunities to support continuous service improvement.

To co-ordinate Stage 2 panel meetings as appropriate and ensure correct policies and procedures are adhered to.

This role will also support with the investigation and resolution of Stage 1 customer complaints across Homes in Somerset, ensuring that all complaints are handled fairly, transparently, and in line with the Housing Ombudsman's Complaint Handling Code and Homes in Somerset Complaints Policy.

Key Responsibilities

Complaint Investigation & Resolution

- Act as the lead for review and responses to Stage 2 complaints, coordinating input from relevant service areas and ensuring a comprehensive and impartial review.
- Act as Lead Officer for Housing Ombudsman enquiries to co-ordinate and prepare responses.
- Make direct contact with complainants via preferred method of contact or home visit, to understand concerns and expectations.

- Draft high-quality written responses that address all points raised, in line with agreed service standards and deadlines.
- Respond to complaints and enquiries from Councillors and other 3rd parties on behalf of tenants and residents

Compliance & Governance

- Ensure all complaints are managed in accordance with the Housing Ombudsman's Code and Homes in Somerset policies.
- Work with the Complaints Lead, ET, SLT, Board and Tenant Committee to ensure learning from Ombudsman findings is embedded into service delivery.
- Support compliance with the Housing Ombudsman Complaint Handling Code and wider social housing regulatory requirements.

Learning & Improvement

- Identify service improvement opportunities from complaints and share insights with relevant teams and managers.
- Contribute to the annual complaints performance report and support the Board's oversight of complaints handling.

Collaboration & Communication

- Liaise with colleagues across Housing, Repairs, Customer Services, and other departments to gather evidence and resolve complaints.
- Work closely with Service Leads and Heads of Service to ensure responses are accurate and complete.

Systems & Reporting

- Maintain accurate records in the complaints case management system.
- Support the development of dashboards and performance reports for internal and external stakeholders.
- Ensure tenant information is reviewed and updated to support our Customer Insight project

Knowledge, Skills and Experience

Essential criteria

- Experience investigating complaints in a housing or public service context.
- Strong written and verbal communication skills.
- Ability to manage sensitive issues with empathy and professionalism.
- Understanding of housing legislation, regulatory standards, and customer service principles.
- Proven ability to work collaboratively across teams and services.

Desirable criteria

- Knowledge of the Housing Ombudsman's Complaint Handling Code.
- Experience using CRM or case management systems.
- Familiarity with Homes in Somerset housing services and policies.

Values & Behaviours

- **Customer First:** Treat every complaint as an opportunity to improve. Manage difficult and sensitive conversations with residents experiencing distress, dissatisfaction or vulnerability. Ensure reasonable adjustments are considered and implemented for vulnerable residents.
- **Accountability:** Own the investigation and ensure resolution. Track implementation of Ombudsman orders, recommendations and agreed actions. Work with all colleagues and partners to ensure learning from all complaints and Ombudsman findings is embedded into service delivery.
- **Transparency:** Communicate clearly and honestly with all parties. Produce clear, evidence-based complaint responses which address all complaint issues, identify learning outcomes and provide appropriate remedies where required.
- Ensure complaints are investigated fairly, thoroughly and consistently in accordance with the Housing Ombudsman's dispute resolution principles.

- Learning Culture: Share insights and support continuous improvement. Promote a culture where complaints are viewed as opportunities to improve services and tenant experience.

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 tenants, 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 18 September 2026
Closing date	Sunday 4 October 2026
Shortlisting	WC Monday 5 October 2026
Formal interviews	Tuesday 13 and Wednesday 14 October 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 **4 October 2026, at Midnight**