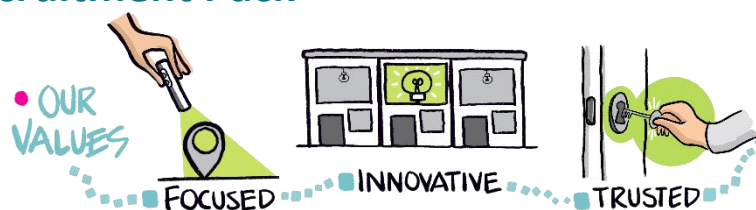


Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Housing Policy 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.

Are you passionate about shaping housing services that make a real difference to tenants? As our Housing Policy Officer, you'll lead the development, review and implementation of clear, compliant and tenant-focused housing policies, translating legislative and regulatory change into practical improvements across 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:	Housing Policy Officer
Contract Type:	Permanent – 37 Hours
Salary:	£42,123 to £45,529 depending on experience
Annual Leave:	27 Days

Role Purpose

Responsible for leading the development, governance, implementation, review and continuous improvement of housing policies across Homes in Somerset, ensuring compliance with legislation, regulatory requirements, Consumer Standards and sector best practice.

You will act as the organisation's subject matter expert on housing policy, translating legislative and regulatory change into clear, effective policy and operational requirements. You will lead the governance and cyclical review of landlord policies, the tenancy agreement and tenancy handbook, ensuring they remain legally robust, tenant focused and aligned to organisational priorities.

You will also drive service improvement by embedding learning from complaints, audits, inspections, Ombudsman decisions, regulatory developments and tenant feedback into policy, procedure and service design.

You will:

- Act as the organisation's lead adviser on housing policy, providing specialist guidance and recommendations to managers and senior leaders.
- Maintain and deliver a structured policy review programme, ensuring timely updates in response to legislative, regulatory, organisational and service changes.
- Horizon scan housing law, government policy, regulatory requirements and Housing Ombudsman determinations, assessing risks, opportunities and operational impacts.
- Identify and assess policy-related risks and establish appropriate controls, mitigations and escalation routes.



- Prepare high-quality reports, briefings, business cases, impact assessments and recommendations for senior management, governing bodies and Board.
- Manage the review and maintenance of the tenancy agreement and tenancy handbook with legal and operational teams.
- Lead consultation and engagement on policy and tenancy agreement changes, ensuring meaningful tenant involvement and compliance with the Transparency, Influence and Accountability Consumer Standard.
- Work with service leads, colleagues, tenants and stakeholders to review services and improve policies, services and customer outcomes.
- Use learning from complaints, audits, inspections, tenant feedback and regulatory activity to inform policy development and service improvement.
- Represent Homes in Somerset in internal and external forums, partnerships and professional networks.
- Lead policy implementation, including communication, stakeholder engagement, organisational readiness, implementation plans, milestones and performance measures.
- Monitor implementation and undertake post-implementation reviews to evaluate effectiveness, compliance, service improvement and customer outcomes.
- Support managers to embed policy requirements in operational practice and help services maintain effective procedures, guidance and process documentation.
- Identify and prioritise procedural improvements based on risk, performance, regulatory expectations and tenant insight.
- Lead Equality Impact Assessments and related legal, financial, data protection and digital accessibility assessments.



What you will bring:

- A collaborative approach and the confidence to advise, influence and build credibility with colleagues, senior leaders, tenants and external partners.
- Excellent analytical and problem-solving ability, with sound judgement when evaluating complex information and risk.
- Clear, accessible written and verbal communication, including the ability to explain complex matters to non-experts.
- Strong stakeholder management, consultation, engagement and negotiation skills.
- Strong organisation and prioritisation skills, with the ability to manage policy review programmes, implementation plans and competing deadlines.
- A commitment to fairness, accessibility, inclusion, accountability and tenant-focused service improvement.

Knowledge, Skills and Experience

Essential

- Degree or equivalent diploma in housing studies, social policy or a related field.
- Comprehensive knowledge of social housing legislation, regulatory requirements, Consumer Standards, Housing Ombudsman expectations and issues affecting housing management services.
- Ability to assess the impact of emerging legislative and regulatory changes.
- Knowledge of Equality Impact Assessments and wider legal, financial, data protection and digital accessibility assessments.
- Strong understanding of policy governance, assurance, consultation, impact assessment and risk management in a regulated environment.
- Experience of reviewing, maintaining and implementing policies and procedures in a regulated housing or public-sector environment.
- Experience of monitoring legislative, regulatory and best-practice developments and assessing their organisational impact.
- Experience of working corporately in a large, complex organisation and with internal and external partners, customers and stakeholders.
- Experience of engaging and consulting residents and stakeholders to shape policy and service improvements.
- Experience of producing reports and recommendations for senior leaders, boards or governance forums.



- Experience of using data, customer insight, complaints, audits, Ombudsman determinations and service reviews to inform policy and improvement.
- Experience of coordinating policy consultation, implementation and review, including monitoring outcomes and compliance.

Desirable

- Relevant housing qualification or professional membership, such as Chartered Institute of Housing membership.
- Experience of developing and delivering training to internal teams.
- Experience of working with elected members or in a political environment.
- Experience of undertaking impact assessments to support policy development, implementation and review.



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, 29 September 2026
Closing date	Sunday, 11 October 2026
Shortlisting	Monday, 12 October 2026
Formal interviews	w/c, 19 October 2026

How to Apply

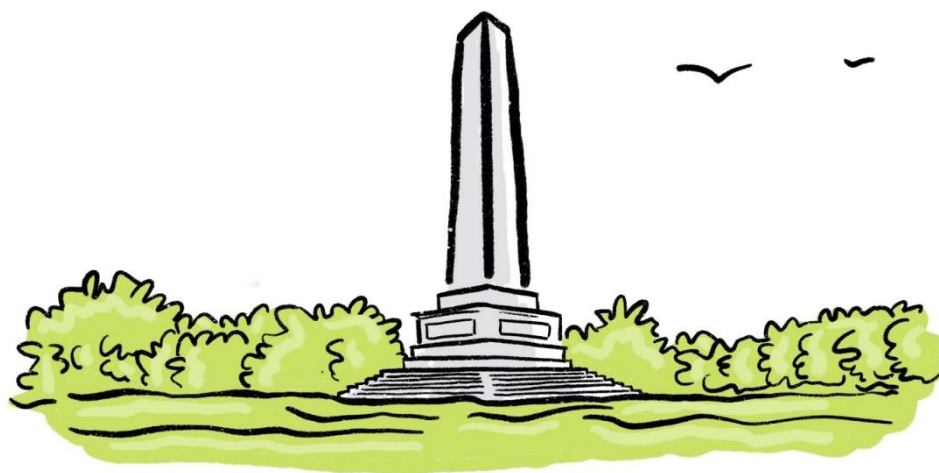
To apply, please visit the vacancies section on [our website](#). Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

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, 11 October 2026, at midnight.**



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