Homes in Somerset

Phone: 0800 585 360
Email: jobs@homesinsomerset.org



Home Moves Plus Officer Recruitment Pack


















WESTOVER GREEN

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 Home Moves Plus Officer you will help tenants who are under-occupying their homes explore suitable housing options, access practical and financial support, and move with confidence. By helping to release larger homes for households in need, you will play a key role in reducing overcrowding and ensuring our social housing is used effectively.

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



Role Profile

Job Title:	Home Moves Plus Officer
Contract Type:	6 months Fixed Term Contract
Salary:	£29,071 - £30,515
Annual Leave:	25 days + Bank Holidays

Role Purpose

The Home Moves Plus Officer plays a vital role in helping tenants who are under-occupying their homes to move to accommodation that better meets their current needs. Through advice, support, advocacy and the provision of financial incentives, the post holder will enable tenants to downsize successfully, freeing up larger homes for households in need and making the best use of the Council's housing stock. The role contributes to reducing overcrowding, supporting sustainable communities, improving housing outcomes for local residents and ensuring social housing resources are used effectively in line with local priorities and housing need

You will

- Engage frequently with tenants, their family, and friends, providing solutions to meet their housing needs.
- Responsible for ensuring relevant documentation is completed, for example: housing register application forms, tenancy agreements, tenancy termination forms, grant/tenant incentive forms and welfare benefit change of circumstances forms.
- Responsible for updating the housing management system with changes to tenancies.
- Responsible for determination of value of grants awarded under Somerset Council's Transfer Removal Grant scheme, ensuring all internal financial processes are followed, resulting in tenants receiving their payments.
- Create and deliver the following reports: periodic list of all the financial incentives awarded to tenants' year to date up to an annual value of £25,000, quarterly reporting on location data, case studies and issues, postcode monitoring, end of year and final reports.
- Subject to policy and guidelines the postholder will decide upon who is eligible and those who will be entitled to receive incentives including a grant payment, additional support, and assistance.
- Report concerns relating to the safeguarding of children, young people, or vulnerable adults in accordance with agreed procedures.

- Liaise regularly with the Housing Property Void Team to ensure all works are completed within specified deadlines.
- Co-operating with other local authorities and/or housing associations.
- Co-operating with key partners and the police to deter anti-social behaviour within neighbourhoods and agencies to deter domestic abuse.
- Ensure all activities are statutory and regulatory compliant.

What you will bring:

Essential

- Good customer service and communication skills.
- Able to value and promote equality and diversity.
- Able to build successful working relationships with a range on internal and external stakeholders.
- Have a flexible approach to changing deadlines.
- Persuasive and encouraging, adopting a coaching style to support customers.

Desirable

- High degree of problem solving and decision making.
- Able to identify opportunities for further enabling and self-serve.
- Understand when to consult with others, including specialists.

Knowledge, Skills and Experience

Qualifications
Essential

- Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics).
- Evidence of continuing development of professional skills, e.g. through training, qualification and/or experience.

Desirable

- Be a member of a professional body for housing i.e. the Chartered Institute of Housing.

Knowledge and Experience
Essential

- Knowledge of the demographics of the housing tenants, the local community and wider sub regional impacts, such as Hinkley Point, in respect of properties for letting and impacts on homelessness.
- Knowledge of income management work and best practice in a housing organisation context.

- Detailed and extensive professional and technical knowledge of allocations and lettings policy and practice.
- Detailed and extensive professional and technical knowledge of wider housing management policy and practice, housing law and best practice relating to neighbourhood and tenancy management.
- Working knowledge of Microsoft Office and housing applications (Open Housing System, Homefinder Somerset, Choice Based Lettings system, Home Swapper Mutual Exchange System)
- Knowledge of services across Somerset Council, for example Children's services, adult social care and community mental health.

Desirable

- Experience of working with elected members or in a political environment.
- Knowledge and understanding of Health & Safety legislation and requirements.
- Experience of working in a social housing organisation.

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	Thursday, 29 October 2026
Closing date	Sunday, 8 November 2026
Shortlisting	Monday, 9 November 2026
Formal interviews	Friday, 13 November 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, 8 November 2026, at midnight.**

