Homes in Somerset

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



Housing Officer – Anti-Social Behaviour (ASB)
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 an ASB Housing Officer, you will play a vital role in creating safe, sustainable communities by tackling anti-social behavior, hate crime and domestic abuse across our neighborhoods. Working closely with residents, partner agencies, the Police and internal teams, you will manage a varied caseload, investigate incidents, develop effective solutions and support vulnerable customers. This is a rewarding opportunity for someone who is passionate about community safety, delivering excellent customer service and making a positive difference to the lives of tenants and leaseholders through proactive neighborhood management and partnership working.

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

We are an Arm's Length Management Organisation (ALMO) created in 2007. This means we are a wholly owned Council management company responsible for delivering housing management, maintenance and community services for more than 10,000 tenancies and leaseholders on behalf of Somerset Council who retain ownership of the homes.

We ensure good quality; safe homes are provided to the people who need them the most. We also manage current and future development programmes for new affordable homes across Somerset.

Just a few of our accolades include successive Investors in People Gold Award, Domestic Abuse Housing Alliance (DAHA) Gold Accreditation, and the Royal Society for the Prevention of Accidents, (RoSPA) Gold award and we have big plans as set out in recently launched five-year Corporate Strategy as illustrated below:

Our current strategy



Role Profile

Job Title: Housing Officer with ASB

Contract Type: Full time, Fixed Term Contract – 12 Months

Salary: £34,811 - £37,563 per annum

Annual Leave: 27 days leave + bank holidays

Role Purpose

You will:

- Supporting Homes in Somerset in tackling anti-social behaviour, Hate Crime and Domestic Abuse across the South area for tenants and leaseholders.
- Providing effective anti-social behaviour case management ensuring that all appropriate actions are taken in tackling anti-social behaviour.
- Supporting multi-agency problem-solving to improve community safety and working with Police and other agencies as necessary.
- Work with team members and other teams to deliver a customer-focused service which minimises void loss and maximises income.
- Report to the Case Management Lead and work with other Team Leaders to deliver services including the management of anti-social behaviour, letting empty homes, income management and customer engagement and involvement.
- Be flexible in your ability to work from home, the office and to carry out home visits in line with Homes in Somerset (HIS) policy, legislation, and current risk assessments.

What will I have to do:

- To work in partnership with Somerset Council service areas, Police and other key partners to gather and analyse evidence of anti-social behaviour and to develop appropriate responses.
- To meet, as necessary, with victims, witnesses of anti-social behaviour to offer advice, support, gather evidence, and take statements and to keep them informed of progress in their respective cases.
- To take effective and prompt action against perpetrators of ASB ensuring urgent cases are dealt with appropriately to ensure effective use of ASB tools and powers.
- To take ownership of cases and ensure that all necessary actions are taken to resolve anti-social behaviour issues, including the use of mediation and restorative justice.

- To be flexible with working hours, visiting problem locations to obtain direct evidence relating to ASB incidents as they occur.
- To work closely with Somerset Council's legal team in preparing case files and attending court if necessary to give evidence when necessary, including as a professional witness.
- To look at causes of anti-social behaviour and to work with other teams to ensure all options are considered such as designing out crime regeneration of areas or new developments to have a positive impact on reducing anti-social behaviour.
- To be aware of and make use of all relevant legislation and powers in relation to tackling anti-social behaviour including taking a proactive approach to the prevention of anti-social behaviour.
- To support multi agency problem-solving processes and contribute to action plans for tackling cases of anti-social behaviour.
- To regularly review, under guidance of the Case Management Lead, all ongoing cases of anti-social behaviour and ensure that appropriate action is taken.
- To deal with complaints, disputes and councillor enquiries, as required seeking to resolve these at the earliest opportunity and within the specified time limits.
- To actively support the development of current and emerging technology.
- Take effective action to deliver excellent performance and address service quality failures, adhering to Homes in Somerset service standards.
- Work in partnership with a range of colleagues and stakeholders, e.g., Councillors, customer representatives, advocates, other housing organisations to maximise service quality and support communities and customers.
- Work collaboratively with all other teams across the business supporting them in their work and provide cover and guidance, as necessary.

Knowledge, Skills and Experience

- Be able to deliver high standards of customer service and performance in a housing, neighbourhood management or customer-service related field.
- Have the skills and knowledge to manage a caseload of work that responds to the needs and aspirations of customers.
- Be able to demonstrate a sound knowledge of housing management, housing law and best practice relating to neighbourhood and tenancy management, or a similar framework.
- Have knowledge, experience and / or skills associated with management of anti-social behaviour, including the legal tools and powers available and best practice to deal with a range of anti-social behaviours.
- Knowledge of ensuring the effective day to day delivery of contracts including caretaking and cleaning services.
- Ability to apply your skills to motivate, support, influence and organise

work to deliver high-quality services.

- Adhere to good information security including General Data Protection Regulations (GDPR)
- Have well-developed interpersonal skills
- Can demonstrate effective problem-solving skills
- Good knowledge of housing management and reporting systems, or similar, and an ability to analyse and interpret information to support service delivery.
- Have knowledge of income management work and best practice, preferably in a housing organisation context.
- Ability to produce reports and other written work in accordance with HIS corporate communications guidelines, at the agreed standard and on time. Agreed standards may include:
  - Good knowledge of Microsoft Office, including spreadsheets and emails.
  - GCSE level A-C in English and Maths, or equivalent
  - You may have a university degree or appropriate housing qualification
- You may be a Member of the Chartered Institute of Housing, but must be willing to work toward this qualification

How will I evidence my success?

- Successfully meet the KPIs (Key Performance Indicators) and objectives agreed for you and your team.
- Work with partners, customers, and other stakeholders to develop tenancy management services and leasehold services which achieve the most positive outcomes possible.
- Support Community Enablers to deliver neighbourhood and community events which focus on customer needs, expectations, and aspirations.
- Monitor service delivery to ensure contracted neighbourhood services meet customer needs.
- Be familiar with budgets for each service area and assist in the delivery of services always ensuring value for money.
- Meet or exceed targets regarding all aspects of neighbourhood management performance including letting new homes, management of anti-social behaviour and delivering estate-based services.
- Support the production of reports, policies, procedures, and other appropriate documents that ensures the effective delivery of services
- Take a proactive approach in team meetings, at 121's and appraisals.
- Take responsibility for identifying training needs, updating knowledge of changes in legislation, best practice, and other developments.
- Identify, support, and report the management of risk and health and safety associated with my service area.

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	Friday 23 October 2026
Closing date	Thursday 5 November 2026
Shortlisting	Friday 6 November 2026
Formal interviews	Thursday 12 & 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 **Thursday, 5 November 2026, at midnight.**

