

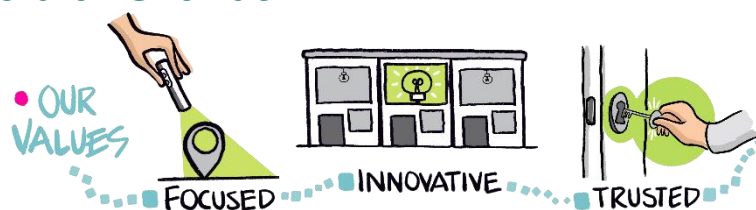


Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Retrofit Surveyor 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.

As a Retrofit Surveyor at Homes in Somerset, you will play a key role in helping us deliver safer, warmer and more energy-efficient homes for our customers. Working across a diverse housing portfolio, you will oversee the delivery of retrofit projects, conduct property surveys, monitor contractor performance and ensure compliance with PAS 2035 and all relevant regulatory standards. This is an exciting opportunity to contribute to our sustainability ambitions, improve residents' quality of life, and help shape the future of social housing through innovative retrofit and energy efficiency solutions.

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

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



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Role Profile

Job Title:	Retrofit Surveyor
Contract Type:	Permanent, Full Time
Salary:	£38,510 - £41,177
Annual Leave:	27 days + bank holidays

Role Purpose

- Oversee the delivery of retrofit works across multiple social housing sites, ensuring compliance with PAS 2035 and other relevant standards.
- Conduct detailed property surveys to assess suitability for retrofit measures, including insulation, heating upgrades, and renewable energy installations.
- Liaise with Retrofit Coordinators, Designers, and Assessors to ensure technical specifications are accurate and achievable.
- Monitor contractor performance, carrying out site inspections to verify workmanship, materials, and adherence to health & safety regulations.
- Manage project timelines, budgets, and reporting, ensuring stakeholders are kept informed and risks are mitigated.
- Engage with residents to explain works, address concerns, and ensure minimal disruption during delivery.
- Champion continuous improvement by identifying opportunities for innovation and efficiency in retrofit delivery.
- Monitor relevant budgets and ensure VFM
- Report to the Sustainability Lead/Manager (HiS)

You will:

- Continually develop all services, delivering sector leading service excellence; on time, within budget and to agreed quality standards ensuring exemplary standards of customer care
- Ensure VfM is achieved and recorded across all Retrofit contracts; including identifying and ensuring any agreed rebates and repayments back to Homes in Somerset
- Ensure Homes in Somerset (HiS) health and safety responsibilities and codes of conduct are met via the actions and behaviours of staff and

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contractors. In the event of any health and safety breaches take appropriate action to remedy and inform the Contract Management Specialist at the earliest opportunity.

- Ensure compliance with all Health and Safety Legislation for each contract and areas of work.
- Ensure contractors complete works within agreed timescales and that all relevant documentation is in place and saved to relevant platforms.
- Work with contractors to build an achievable programme and monitor weekly to ensure programme is adhered to.
- Ensure the resident engagement plan is followed throughout delivery and ensure customers are held at the centre of all works delivered and customer satisfaction remains high.
- Bring to the attention of the relevant HiS management, any systems or processes where you know or have concerns that they may be deficient.
- Effectively and efficiently monitor and manage budgets regarding all Retrofit works.
- Coordinate / attend meetings with contractors both onsite and remotely.
- Immediately raise any concerns in relation to safety with Contracts Management Specialist and escalate if necessary.

What you will bring:

Knowledge, Skills and Experience

- Be technically strong, solution focused and a proven decision maker.
- Take responsibility for health and safety and comply with all safety legislation appropriate to building and construction.
- Proven track records of problem-solving capabilities & project management.
- Strong focus on customer satisfaction and the customer experience
- Proven experience in surveying within housing or construction, ideally with retrofit or energy efficiency projects.
- Strong knowledge of PAS 2035 roles and requirements, building regulations, and health & safety legislation.
- Excellent communication skills for engaging with contractors, residents, and internal teams.
- Retrofit experience / qualifications desirable but not essential.
- Ensure a safe working environment for customers, staff, the public and contractors by ensuring that health and safety is effectively planned, organised, controlled and monitored
- Put Customers First; be a team player and deliver high standards

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- Ensure all statutory duties are implemented and complied with and be responsible for delivering contracts within timescale and budget, to a high level of customer satisfaction
- Keep your promises, be flexible, reliable and work well under pressure, prioritise and plan ahead
- Deliver the right result, think outside the box and be responsive to change and creative in approach
- Track record in delivering a high quality, customer and performance focussed maintenance or investment service in a similar or commercial environment.
- Successful programme and project management
- Contract management and CDM.
Management of asbestos within the contract's environment

How I will evidence my success:

- Successfully meet the KPIs and objectives agreed for myself and my team.
- Successfully manage all contractors and contracts to ensure our customer gets the best possible service.
- Get feedback from my customers, peers and my manager about my effectiveness in delivering my services, as well as how I deliver them
- Be able to demonstrate the service improvements I have delivered with tangible results that show success



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 8 th October 2026
Closing date	Thursday 22 nd October 2026
Shortlisting	Friday 23 rd October 2026
Formal interviews	Thursday 29 th October 2026

How to Apply

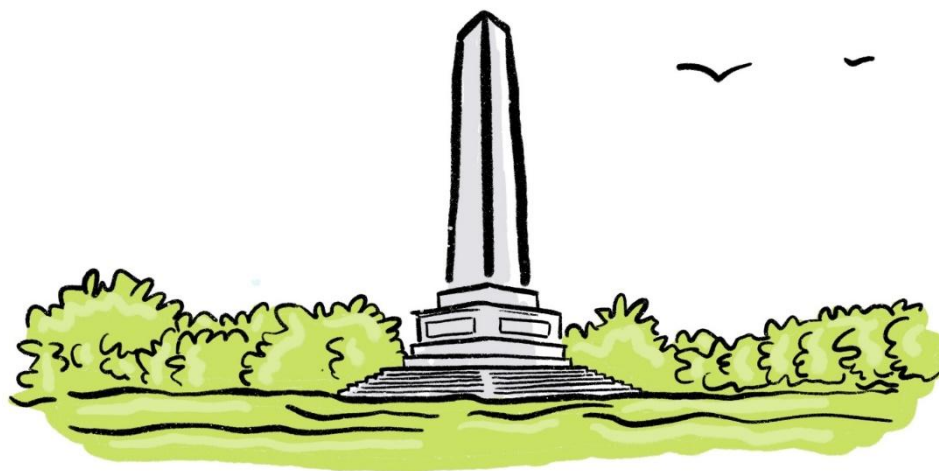
To apply, please visit the vacancies section on [our website](#). Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

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 **Thursday 22nd October 2026, at midnight.**



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