



# LETTINGS & HOUSING SUPPORT OFFICER

## Recruitment pack

### Homes in Sedgemoor

Bridgwater House, Kings Square,  
Bridgwater, TA6 3AR

Phone: 0800 585 360

Email: [people@homesinsedgemoor.org](mailto:people@homesinsedgemoor.org)







## Welcome to Homes in Sedgemoor

Dear Applicant,

Thank you for your interest in working with us at Homes in Sedgemoor. This is a great opportunity for an outstanding professional to join us at an exciting time.

We are looking for someone to support the Housing Team Leader in delivering services including the management of anti-social behaviour, letting empty homes, income management and customer engagement and involvement.

The successful candidate will be joining an award-winning 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 small but 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 detail 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@homesinsedgemoor.org](mailto:Jobs@homesinsedgemoor.org).

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People & Communications





## What we offer

We want Homes in Sedgemoor 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.



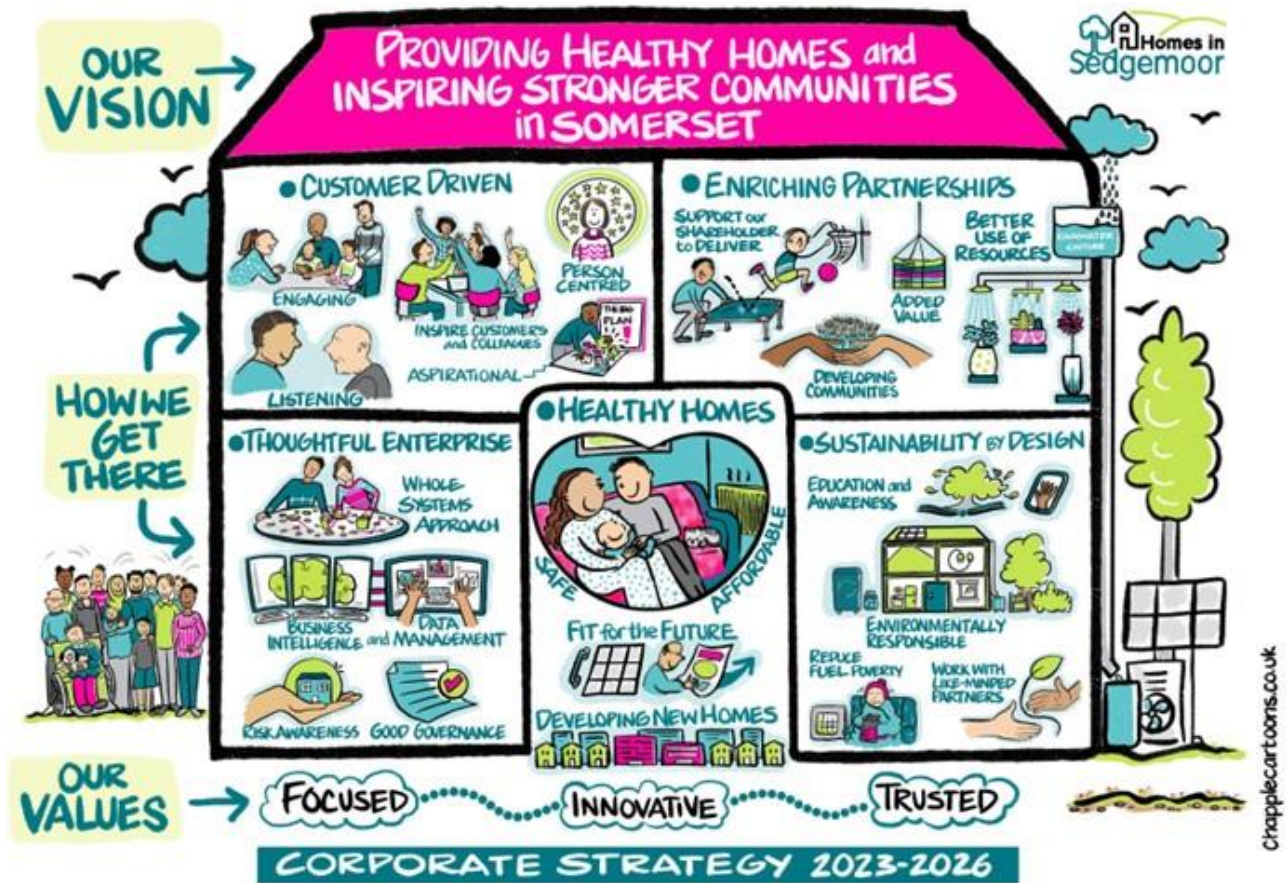
- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt. In addition to flexible working, you can accrue extra time off via our flexi scheme.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards 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 19.9% 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.
- If your role requires a certain amount of travel, you will receive a car allowance.
- Access to discounts for sport, leisure, and entertainment activities.

# About Homes in Sedgemoor

Here at Homes in Sedgemoor, our customers are at the heart of everything we do. We're the largest housing provider in Sedgemoor, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality, safe homes, are provided to 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.

## Our current strategy



## Role Profile

Job Title: Lettings & Housing Support officer

Salary: £30,060 to £31,586pa pro rata

Contract: Six-month Fixed Term Contract - 15 Hours per week

Annual Leave: 12.5 Days plus bank holidays

Car Allowance: Generous mileage allowance

### Job Purpose:

You will:

- Work with team members and other teams to deliver a customer-focused service which minimises void loss and maximises income.
- Report to the Housing Team Leader to support in delivering services including the management of anti-social behaviour, letting empty homes, income management and customer engagement and involvement.

### What will I have to do?

You will:

- Act as the first point of contact for customers in all aspects of the lettings process.
- Support the empty homes processes, this may include end of tenancy period home visits, inspections, advertising and letting, and empty homes recharges.
- Comply with risk assessments and processes in relation to Covid-19 as the service adapts.
- Process notices to end tenancies including liaison with outgoing tenants, next of kin, and executors among others.
- Liaise with the empty homes' contractor, maintenance team and other teams to ensure a high standard of delivery to our customers.
- Participate in the lettings of garages to ensure we are maximising income.
- Promote the incentive for tenants downsizing and moving into smaller accommodation
- Support the identification and delivery of effective action that addresses performance or service standard or quality failures; put Customers First.
- Work in partnership with a range of stakeholders i.e. internal departments, SDC, Homefinder Somerset and other housing organisations in order to maximise service quality and support communities and customers.
- Oversee completion of CORE returns and ensure accuracy

- Support the Housing Officers with all tenancy and leasehold matters, and estate management within Homes in Sedgemoor's policies and standard operating procedures.
- Work collaboratively with all other teams; specifically, the Neighbourhood, Income and Asset Management team to support them in their work.
- Support the production of reports, policies, procedures that ensure the effective delivery of services.
- Take responsibility for identifying training needs, updating knowledge of changes in legislation, best practice and other developments
- Identify and support the management of risks and health and safety associated with service area
- Be aware of budgets for the service areas and assist in the delivery of services while obtaining value for money.
- Support your team in the delivery of relevant performance indicators.

## What do I need to be successful?

- Be able to deliver high standards of customer service and performance in a housing, neighbourhood management or customer-service related field.
- Well-developed communication and interpersonal skills.
- The ability to work collaboratively with other teams across the organisation.
- A strong commitment to putting Customers First and a can-do attitude.
- High degree of problem-solving skills.
- The ability to network and develop strong partnership working.
- Experience of working in a social housing organisation within a similar function would be desirable.
- Ability to use mobile IT devices as part of day to day estate work.
- 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)

## How will I evidence my success?

I will...

- Meet or exceed targets regarding all aspects of letting new homes, neighbourhood management performance including, management of low level anti-social behaviour and delivering estate-based services.
- Display and demonstrate behaviours that reflect our Values and put Customers First.
- Contribute and be proactive at 121s, team meetings and your Performance Development Review.
- Successfully meet agreed key performance indicators.
- Develop positive and productive working relationships both internally and externally with relevant colleagues and other stakeholders.



## Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Tuesday, 21 January 2025
Closing date	Wednesday, 29 January 2025
Shortlisting	Friday, 31 January 2025
Formal interviews	Tuesday, 4 February 2025
Reference checks and confirmation of appointment	W/C Monday, 3 February 2025

## How to Apply

To apply, please visit the vacancies section on [our website](http://www.homesinsedgemoor.org) ([www.homesinsedgemoor.org](http://www.homesinsedgemoor.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 access to a vehicle for work purposes.

Our address should you need it is:

The People Team, Homes in Sedgemoor, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is Wednesday, 29 January 2025, at 5pm.