

# Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

## Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

## How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

### Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

#### Our Standards

Be inclusive  
Be a leader

#### Our Behaviours

Be adaptable  
Be smart working

### Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

#### Our Standards

Be knowledgeable  
Be skilled

#### Our Behaviours

Be collaborative  
Be smart working

### Own it

Take personal responsibility for making things happen and seeing things through.

#### Our Standards

Show integrity  
Be ethical

#### Our Behaviours

Be empowered  
Be accountable

### Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

#### Our Standards

Be an advocate

#### Our Behaviours

Be supportive  
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

# Allocations Officer

## Who is in my team?

|                   |                         |
|-------------------|-------------------------|
| Team              | Allocations Team        |
| Line Manager      | Allocations Team Leader |
| My direct reports | N/A                     |
| Updated           | December 2024           |

## What's my role?

To work as part of a team to deliver a smooth and efficient customer experience for new and existing customers moving in and out of our homes. To provide guidance and updates to customers, and keep records and systems updated with accurate information. To collaborate with colleagues and partners to achieve targets, deliver customer satisfaction and minimise financial loss.

## What am I accountable for?

- To deliver lettings tasks and processes in line with policy and regulation, to achieve great customer experience, meet performance targets and to enable a smooth key to key process.
- Liaise with internal and external customers, providing a responsive and helpful lettings service, giving guidance and advice, and sign posting where appropriate.
- Create and manage adverts for empty homes, providing accurate detail for potential applicants / customers to make informed choices.
- Coordinate and manage the application process for new and current customers, ensuring customers are informed on what to expect and kept updated throughout their journey to signing up.
- Process shortlists and work with partners, including Local Authorities (LA) and rehousing agencies, to let homes efficiently, and sensitively where required, and ensure partner requirements are met, e.g. LA nominations agreements and updating shortlisting outcomes.
- Assess applications for housing in line with policy, to ensure homes are appropriately let, and informed risk-based decisions are taken to support tenancy sustainment.
- Liaise with both statutory and non-statutory agencies as part of the information gathering process, in line with data protection policies.
- Coordinate water management compliance and work closely with colleagues to ensure all property and building safety compliance checks / certification is

available and in place pre-letting, minimising wait times and disruption for customers.

- Take ownership of lettings related documentation, including tenancy agreements and sign-up/welcome packs, ensuring legal documents and rent related information are accurate.
- To coordinate and/or conduct viewing and sign-up/welcome visit appointments, ensuring information is shared with customers and colleagues ahead of appointments, and keeping customer wait times to a minimum.
- Create, update, and manage customer records, ensuring accurate information and documents are held and transferred within the appropriate housing management systems as required, and in line with data protection policy and regulation.
- Work collaboratively with colleagues and external partners to support the prompt turnaround of empty homes and handover of new build developments.
- To support with post-sign-up queries relating to the lettings or empty homes process.
- Keep accurate and up to date records of all actions taken throughout the lettings process, including clear notes of communication with customers, and ensure compliance with data protection policies and regulations.
- Support effective complaint handling, providing requested information promptly and accurately.
- Champion equality and diversity, and consider customer needs when interacting and delivering services, being alert to potential adjustments to support each individual customer journey. For example, considering alternative formats for communications as required.
- To support continuous improvement, including, for example, updating customer communications from feedback, or where processes have been updated.
- Take ownership of own personal and professional development, ensuring all mandatory training is completed as required.
- To undertake other duties as may be reasonably required, in line with the level of responsibilities of the post, to meet the changing needs of the service.
- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.

To carry out your work in line with our:

- Professional standards, reflecting our values and behaviour framework

- Policies, procedures, and code of conduct
- Commitment to equality, diversity, and inclusion
- Health and safety responsibilities
- Confidential reporting (whistleblowing) policy

## What do I need?

### Entry Requirements:

- A good standard of education with good written and verbal English and maths.
- Able to use MS Office suite, particularly MS Word and Excel, and experience of using housing management system, preferable CRM/Dynamics 365.
- Understanding of Landlord and Tenant legislation, relevant to types of tenure.
- Experience of lettings processes, ideally in a social housing environment, with experience of working with choice-based lettings, nominations from Local Authorities and rehousing options.
- An ability to manage own time, and structure and prioritise workload.
- Use of a car as this post requires significant travel and therefore attracts an Essential Car User Allowance.
- An ability to undertake work outside of normal office hours on occasion, to meet the needs of the business.

### Proficient Requirements:

- Thorough understanding of Landlord and Tenant legislation.
- Significant experience of lettings processes, supported by practical experience.
- CIH, or other related qualification to NVQ L3 or equivalent, or a willingness to study