

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.

Neighbourhood Operations Manager

Who is in my team?	
Team	Neighbourhood Housing
Line Manager	Head of Neighbourhood Services
My direct reports	Neighbourhood Services Manager
Updated	December 2024

What's my role?
To manage landlord services to all customers and tenure types across a business area.
What am I accountable for?
<ul style="list-style-type: none">• To lead and manage Neighbourhood Services Managers within a business area, fostering a strong performance culture.• To manage complex housing management issues and to identify and implement improvements in resident services based on customer feedback and Moat's corporate strategy.• To ensure compliance by the Neighbourhood team with statutory and regulatory requirements,• To work cross-functionally to ensure new housing developments meet the needs of both the organisation and of our customers.• To lead and implement change across the organisation, with a focus on value for money and the improvement of customer service.• To represent Moat on key resident management companies, influencing budget and contractual decision making for the benefit of Moat and for our residents.• To identify and address faulty leases and ensure that new leases and tenancy agreements reflect head leases.• To ensure the business area assumes sole responsibility for managing agents' contractual obligations, liaising with the Service Charge team, and authorising payment accordingly.• To manage processes for tenancy services, voids control, lettings, revenue collection and resident involvement to ensure the delivery of properly co-ordinated resident services• To ensure expenditure is in accordance with budget, internal procedures, levels of delegated authority and with audit requirements. Take action when discrepancies occur.• To provide support to Moat's out of hours service• To deputise for other Neighbourhood Operations Managers or the Head of Neighbourhood Services as and when necessary• All colleagues are responsible for identifying, assessing, and mitigating operational risks within their business areas. Risks that are considered to be increasing or emerging should be raised with the person responsible for the business area.

- Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.
- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
- 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.
- Carrying out my 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) policies

What do I need?

Entry Requirements:

- A relevant housing qualification (level 3 or above) or significant, equivalent experience in housing management.
- A good standard of education, with excellent verbal, written and numerical skills.
- A thorough understanding of Landlord, Leasehold and Tenant legislation and best practice in the field, in relation to all tenure types.
- An understanding of Welfare Benefits, particularly Housing Benefits.
- Knowledge of occasions that require liaison with Social Services (e.g. child protection, domestic violence)
- Appropriate means of transport.
- An ability to undertake work outside of normal office hours to meet the needs of the business.

Proficient Requirements:

- Expertise in Landlord and Tenant legislation and best practice, supported by practical experience and CPD in the field.
- A knowledge of effective strategies available in the management of ASB, supported by practical experience.
- Expertise in resident involvement strategies and techniques, supported by practical application.
- A sound knowledge of Housing Benefits.
- A basic understanding of building maintenance and repair.
- A formal housing qualification level 4 or above (CIH) or willingness to work towards.