

# 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 sector leading 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 is available on our website.

### 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 Services Manager

## Who's in my team?

Team	Neighbourhood Housing
Line Manager	Neighbourhood Operations Manager
My direct reports	N/A
Updated	December 2024

## What's my role?

To manage the tenancies, leases and communities within a housing portfolio of various tenancy types; to act as an ambassador for Moat on behalf of our customers.

## What am I accountable for?

- To carry out regular estate inspections and regular monitoring of neighbourhood service contracts with customers, including cleaning and gardening. Implement corrective actions and devise (and agree) plans for improvement to service provision where necessary.
- To handle leasehold and tenancy related enquiries in accordance with our contractual requirements and service standards
- To ensure that managing agents comply with their contractual obligations, monitor the quality of works undertaken and seek to ensure value for money.
- To ensure an effective response to ASB and other tenancy breaches in line with our P&Ps, taking appropriate speedy enforcement action as necessary including court attendance
- To sign-up new tenants and shared owners ensuring void turnaround times are minimised. Ensure new customers understand both their own responsibilities and Moat's requirements under their tenancy arrangements.
- To fulfil our safeguarding obligations in accordance with the Care Act 2014, ensuring that vulnerable residents are signposted to key agencies. Provide appropriate support in our capacity as landlord.
- To enforce Moat's arrears recovery policy and procedure including proactive discussions with residents, pre-court visits and court/eviction attendance.
- To respond to service related complaints and queries from customers.
- 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 good standard of education, with excellent verbal and written skills.
- Demonstrable understanding of leases and tenancy agreements.
- A sound awareness of Landlord, Leasehold and Tenant legislation and procedure.
- A good awareness of welfare benefits, particularly Housing Benefits.
- An awareness of occasions that require liaison with Social Services (e.g child protection, domestic violence)
- Access to suitable transport and full UK driving licence.
- An ability to undertake work outside of normal office hours to meet the needs of the business.

### Proficient Requirements:

- A relevant level 3 housing qualification or willingness to work towards.
- A sound knowledge of Landlord and Tenant legislation and best practice, supported by practical experience.
- A knowledge of effective strategies available in the management of ASB, supported by practical experience.
- A sound knowledge of resident involvement strategies and techniques, supported by practical application.
- An awareness of end-of-development processes and defect rectification processes and procedures.