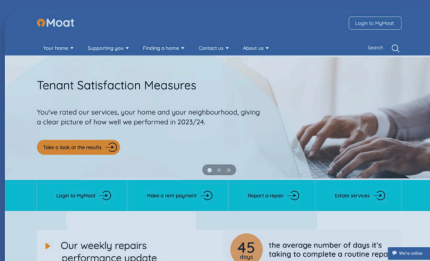


We're looking for a

Director of Neighbourhood Services

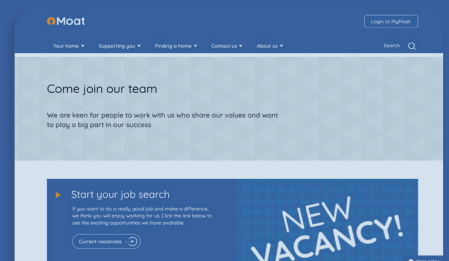
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working at Moat



Hello!

I'm delighted you're considering the role of Director of Neighbourhood Services at Moat. This pack will give you a clear sense of who we are, what we value, and how you can make a lasting difference to our customers and communities.

We provide safe, secure and affordable housing, and are focused on delivering high-quality, customer-led services that improve lives and strengthen communities. As our new Director of Neighbourhood Services, you'll play a pivotal leadership role within our Senior Leadership Team, driving the strategic and operational delivery of neighbourhood services across all tenures. You'll be responsible for shaping and evolving our service offer to meet the changing needs of customers - building strong communities while delivering on our purpose and values.

A critical part of your role will be the leadership and oversight of a high number of managing agents and other key contracts. You'll ensure these partnerships are managed effectively, that services are consistent and responsive, and that our customers experience high quality and reliable services. This role requires someone who can balance commercial acumen with a deep commitment to social impact.

You'll lead a high-performing, multi-disciplinary team - developing capability, driving performance and continuous improvement. You'll ensure that your teams are empowered, motivated, and focused on outcomes that matter to our customers.

This is a senior leadership position requiring someone with significant experience in leading complex, multi-site operations. You'll have a strong track record in contract

and performance management, budgetary control, and regulatory compliance. You'll also take ownership of complaints handling, risk management, and assurance in neighbourhood services, ensuring high standards and robust decision-making across the directorate.

You'll work closely with internal and external stakeholders - including our customers, executive team, colleagues, partners, and Board members - building trusted relationships and collaborative approaches to deliver our priorities.

Moat is a great place to work. We're proud of our high levels of colleague engagement, and strong sense of purpose. We're excited about what lies ahead and are looking for a strategic, customer-focused leader who shares our commitment to improve the customer experience; opening doors to better lives.



If that sounds like you, we'd be delighted to hear from you.

Marek

Marek Witko

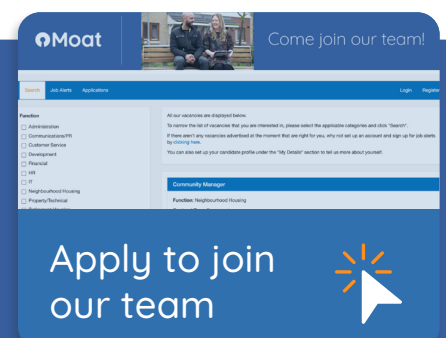
Executive Director, Housing and Customer Experience

Ready to make an impact?

You have until 11pm on Monday 16 June 2025 to apply via **our recruitment portal**.

Shortlisting date: Thursday 19 June 2025

Interview date: Thursday 26 June 2025



About us.

We're a housing association owning and managing over 22,000 homes across Kent, Essex, Sussex and London with a development pipeline of 1,350 new affordable homes over the next three years.

We're incredibly proud to be:

- An experienced and compassionate landlord in our communities
- Dedicated to building strong relationships with the local authorities in the areas we work in
- One of the Homes England delivery partners
- Financially strong, allowing us to deliver excellent services to our customers and build new homes
- An expert in providing shared ownership
- An employer of 450+ members of expert and passionate staff.

What we do

For nearly 60 years we've sought to help people in housing need to have somewhere they can call home and be proud of.

Our vision

Our vision is to become a customer pioneer. We're dedicated to being a supportive and reliable landlord; providing fantastic services to our customers, investing in the communities we work in and continuing to build new homes to help combat the housing crisis.

Valuing equality and diversity

We value diversity and are committed to promoting equality; tackling all forms of discrimination through our role both as a landlord, service provider and as an employer. We do not discriminate against age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, religion or belief, race (ethnicity, colour and national origin), sex and sexual orientation.

How are we governed?

The Board has adopted the UK Corporate Governance Code which sets standards of good practice in relation to board leadership, effectiveness, remuneration and accountability. The majority of our Board members are independent non-executives. We're regulated by the Regulator of Social Housing and the government department currently responsible for overseeing the social housing sector is the Department for Levelling Up, Housing and Communities (DLUHC).

Our purpose is to:

Open doors to better lives



Our vision is to become:



A Customer Pioneer

Our strategic pillars are:

Great customer experience

Pride in homes and places

Growth in new homes and communities

Making it happen

We live by our values...



Be the Change



Own it



Better Together



Lead by Example

About us.

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.

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.

Main purpose of the job and the reward

To lead and develop the Neighbourhood Services directorate to ensure consistently high-quality services across all tenures and drive to make a real, quality difference to people's lives and communities.

What you'll do:

- Lead and direct the Neighbourhood Services teams to provide outstanding and consistent services that reflect the Moat Customer Offer, ensuring that contractual, legal and regulatory requirements are met.
- Provide leadership and oversight of a high number of managing agents and other key contracts including suppliers, grounds maintenance, estate cleaning and legal services, ensuring these partnerships are managed effectively, that services are consistent and responsive, and that our customers experience high quality and reliable services.
- Develop and manage the directorate budget and deliver the KPI's, ensuring that staff are engaged in the performance outcomes that are required and are supported and coached to deliver them.
- Contribute to the management of Moat as part of the senior leadership team (SLT) and support the strategic and business planning processes for the directorate and the wider organisation.
- Empower, train resource and motivate the staff team to make a positive difference, delivering a great service.
- Support an open and transparent risk management culture, and have responsibility for identifying, reviewing, and managing risks.
- 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.
- 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.
- 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) policies.

Entry requirements:

- A strong customer service focus.
- Clear alignment with our Values.
- A professional housing qualification (Level 5 or above) and a thorough understanding of the legislation and regulations relevant to landlords and tenants. This should include an understanding of the differing tenancy arrangements within the sector, including shared ownership and Leasehold etc.
- Evidence of accomplishment in managing and motivating a large, multi-site team within a large organisation.
- Experience of running large budgets.
- A good understanding of the social housing sector.
- Experience of delivering social value initiatives across a range of customer groups.
- Experience of working with a multi-agency approach to resolve housing issues.
- Proven experience of dealing with of complex managing agent relationships and construction defects.
- Proven experience of contract management both in managing third party contractors and being the supplier delivering services against a PFI or similar contract.
- Appropriate means of transport and the ability/ willingness to attend meetings in varying locations outside of core hours.

Proficient requirements:

- To be able to role-model customer service focus and company values for the directorate, and the organisation as a whole.
- Highly adept at leading and managing complex, multi-site operations.

In return, you'll receive:

- A competitive salary
- Generous annual leave entitlement with the flexibility to buy and sell more annual leave
- Pension scheme and life assurance
- Health and well being including an employee assistance programme and a selection of optional initiatives
- Incredible training and development opportunities
- Professional subscriptions

