

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.

Who's in my team?	
Team	Central Services
Line Manager	Central Services Team Leader
My direct reports	N/A
Updated	December 2024

What's my role?
 Provide an efficient, proactive service, working together with other teams around the business.

What am I accountable for?

- To provide admin support for the business ensuring that work is undertaken in accordance with Moat's policies and procedures.
- Use Moat's IT systems, including CRM (Customer relationship monitoring system) and Active-H (Housing Management database), to complete admin tasks across the full range of in-house processes.
- Organise, prepare and send meeting papers. Attend meetings and minute as necessary, including travelling to other Moat offices as required. Ensure a timely distribution of actions and minutes.
- Take ownership and responsibility for any queries from customers (internal and external) ensuring that the customer experience is positive, professional and within set timescales at all times.
- To handle internal and external calls and queries, provide information and advice as required, or forward the query to the correct department.
- To produce standard letters and deal with adhoc duties, this may involve bulk mail-outs to customers within set timescales.
- Welcoming visitors to head office reception, greeting in person or on the telephone.
- To open, sort and action the post. Ensuring documents are scanned to the correct departments. Preparing all outgoing post for collection.
- Ensure clear handover of asks are given between team members and the Central Service Team Leader.
- Support the Central Service Team Leader in reviewing systems and processes on an ongoing basis.
- 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 good written / verbal English and Maths.

- Able to use Microsoft 365, particularly Word and Excel.
- Experience of office administration – organising systems, records and files.
- Access to transport or a full driving licence.
- Desirable to have an awareness of the social housing sector.

Proficient Requirements:

- Advanced use of Microsoft 365, particularly Word and Excel.
- Some understanding of the social housing sector.
- Ability to take and produce minutes.
- Experience of contact centre telephony systems.