

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.

Customer Services Advisor

Who is in my team?

Team	Customer Service Centre
Line Manager	Customer Service Team Leader
My direct reports	N/A
Updated	December 2024

What's my role?

As first point of contact for Moat customers, the role is to ensure our customers receive a professional, positive, customer focused experience. By providing comprehensive customer advice, support and enquiry resolution in relation to a range of services

What am I accountable for?

- Receive and handle internal and external customer enquires in person, by telephone or via electronic communication, with the aim of diagnosing and resolving all enquires at the initial stage of contact.
- Receive and process all requests from customers including, diagnosing repairs, processing rent payments, arranging repayment plans and tenancy enquires in line with Moat's service Standards and values. Delivering a service in a professional, positive, helpful and responsive manner.
- Create and maintain up to date and accurate customer records, ensuring a clear and complete history of contacts and actions are available for future cases/reference.
- Identify opportunities to provide advice to customers concerning other services to which they may be entitled, or that may be of interest or benefit.
- Handle enquires from customers in relation to anti-social behaviour and complaints, ensuring all details are accurately recorded and the customer is advised of the correct procedure to follow moving forward.
- Communicate effectively with both internal and external customers, focussing on the needs of the customer and ensuring that services and methods of delivery meet their needs and expectations.
- Where possible resolve customer enquires at the first point of contact, referring to other colleagues/ line manager when absolutely necessary. Take ownership for ensuring the customer is kept fully informed on the progress of their enquiry.
- To strive to achieve personal targets and contribute to the achievement of the team and departments targets.

- 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:

- Experience of working within a Customer Service-related role
- A good standard of education with good skills in English and Maths
- High attention to detail
- Computer literate with good knowledge of Microsoft Office
- Processes good typing/keyboard skills
- Experience of working to deadlines / targets

Proficient Requirements:

- Experience in the use of call centre telephony systems
- A good awareness / appreciation of the Housing sector and the responsibilities of social landlords
- Able to determine own priorities and plan ahead to deliver personal targets
- Level 2 qualification in Customer Service or equivalent experience