

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.

People Services Co-ordinator

Who is in my team?

Team	People Services
Line Manager	People Partner
My direct reports	N/A
Updated	April 2025

What's my role?

To provide a responsive and customer focused people service by ensuring timely, efficient and effective people administration through the co-ordination of administration and processes.

What am I accountable for?

- Co-ordinating, administering and processing key aspects of the colleague lifecycle from recruitment to contract changes to processing leavers and organising exit interviews.
- Co-ordinating all aspects of recruitment, selection and onboarding for permanent, fixed term, temporary, volunteer and work experience colleagues in liaison with the relevant People Partner, line manager and external companies (agencies, schools etc.), consisting of, but not limited to:
 - Guidance and assistance from the approval of roles through to offer.
 - Proactive and innovative direct sourcing of candidates using a wide selection of mediums including our careers page, recruitment events and social media etc.
 - Organising interviews and relevant assessments, most suited to the role.
 - All recruitment administration.
- Regularly reviewing and updating careers and intranet pages, working proactively with the wider People Services team and key teams/departments across Moat.
- Co-ordinating payroll information on a monthly basis, ensuring documentation is processed in an accurate and timely manner and that all people records are accurately maintained.
- Providing a wide range of people administration and support to the wider People Services team including but not limited to benefits, training, wellbeing, typing, taking minutes, filing, data input, diary management and other general administration, as required.
- Overseeing the team email inbox, responding to enquiries professionally and efficiently in line with organisational policies and procedures, or tagging the relevant team member, as appropriate.
- Formatting, designing and creating templates, letters etc., as required.
- Working with the People Systems and Data Lead on HR systems functionality.
- Managing all aspects of the electronic filing systems to ensure these are methodical and up to date.
- Carrying out regular monitoring, ensuring the data held is compliant with our GDPR requirements and ensuring archiving is completed, following the required timelines.
- Co-ordinating and assisting with the organisation of events and projects.
- Carrying out research and benchmarking, where required.
- Carrying out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
- To carry out all duties in accordance with Moat's:

- Equality and diversity commitment.
- Health and safety management policy.
- Policy on confidential reporting (whistleblowing).
- Values and professional standards.
- 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:

- Two years' experience working in office administration.
- Good working knowledge of MS Office, in particular, Outlook, Word and Excel.
- Good literacy and numeracy skills.
- Good working knowledge of using databases.
- An understanding and commitment to Equality, Diversity and Inclusion.
- Excellent interpersonal and communication skills.
- A keen interest in recruitment.
- Highly organised with excellent attention to detail.
- Ability to maintain confidentiality at all times.
- Ability to use own initiative and work as part of a team.

Proficient Requirements:

- Level 3 CIPD qualification or equivalent.
- Substantial experience within administration, recruitment and onboarding.