

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.

Allocations Team Leader

Who's in my team?

Team	Allocations Team
Line Manager	Interim Head of Empty Homes & Allocations
My direct reports	Allocations Officers Allocations Assistants
Updated	March 2025

What's my role?

To guide and manage the Allocations Team to deliver a smooth and efficient customer experience for new and existing customers moving in and out of our homes. To ensure homes are let compliantly in line with policy and regulation, including Health and Safety compliance, and to support regular reporting. To collaborate with colleagues and partners to achieve targets, deliver customer satisfaction and minimise financial loss.

What am I accountable for?

- Guiding and supporting the team to deliver, and delivering when needed, lettings processes in line with policy and regulation, to achieve great customer experience, meet performance targets and to enable a smooth key to key process.
- Manage performance of direct reports, and support learning and growth opportunities, both individually and as a team.
- Monitoring and supporting delivery against contractual and partnership arrangements for lettings, such as nominations agreements and quotas, local lettings plans and service level agreements.
- Working with partners to maximise opportunities for efficient lettings, via internal or external housing routes, ensuring focus on tenancy sustainment and minimising financial loss.
- Attend regular internal and external service improvement and liaison meetings and work closely with local authorities, sub regional partners, service providers, partners and stakeholders to monitor and improve progress.
- Ensure accurate record keeping is maintained by self and team, with systems updated throughout the process for all service related activities and communication with customers and partners.
- Conduct quality checks / audits to ensure consistent understanding and application of processes within the team, ensuring actions identified are shared and monitored.
- To ensure homes are let compliantly, including regulatory and Health and Safety compliance and the monitoring of compliance with water management requirements.
- Ensure the accurate reconciliation of CORE (Continuous Recording of Lettings and Sales) returns regarding Moat's lettings information on a regular basis, with all relevant disclosed information being updated as required.

- Keep accurate and up to date records of all actions taken throughout the lettings process, including clear notes of communication with customers, and ensure compliance with data protection policies and regulations.
- Manage complaints in line with policy and timescales, ensuring feedback and learning is identified, and to support the embedding of improvements.
- Champion and promote inclusion, equality and diversity, for self and across the team, considering individual customer needs and identifying ways to tailor services to support seamless customer journeys.
- To deliver continuous improvement, including, for example, updating customer communications from feedback, or where processes have been updated.
- To assist in the review and development of policies and procedures.
- Take ownership of own personal and professional development, ensuring all mandatory training is completed as required.
- To undertake other duties as may be reasonably required, in line with the level of responsibilities of the post, to meet the changing needs of the service.
- To deputise for the Line Manager from time to time and represent the team both internally and externally.
- 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.
- 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.

To 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) policy

What do I need?

Entry Requirements:

- Hold a housing related qualification at Level 4 or above, or willingness to undertake within the first two years (i.e. CIH).
- A good standard of education with good written and verbal English and maths.
- Able to use MS Office suite, particularly MS Word and Excel, and experience of using housing management systems.
- An understanding of Landlord and Tenant legislation and best practice.
- A thorough understanding of the allocations and lettings process, including relationships with local authorities in relation to nomination rights.
- Minimum two years' experience of line management.
- Use of a car and willingness to travel as needed, as this post attracts an Essential Car User Allowance.
- An ability to undertake work outside of normal office hours on occasion, to meet the needs of the business.

- Ability to build effective working relationships with internal teams and manage conflict effectively.

Proficient Requirements:

- A detailed knowledge of Landlord and Tenant legislation.
- A thorough understanding of lettings processes, supported by practical experience.
- Demonstrable line management experience, preferably in the social housing sector.