

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.

Neighbourhood Response Officer

Who is in my team?	
Team	Neighbourhood Services
Line Manager	Estate Services Manager
My direct reports	N/A
Updated	December 2024

What's my role?
To manage a portfolio of estates and carry out minor repairs, adaptations, re-decoration, rubbish removal and general caretaking responsibilities in communal areas. Liaising with residents, Moat staff and other agencies to uphold performance and service standards, to deter anti-social behaviour and to help reduce minor criminal activity.
What am I accountable for?
<ul style="list-style-type: none">• Provide a local presence on estates to enable residents to report or access services “on-the-spot” in relation to communal areas as they arise, including minor repairs, bulk item removal and friendly advice to residents who are carrying out their own repairs.• Keep estates clean and tidy. Monitor contractor performance, undertake repairs including, graffiti removal, weed spraying, light bulb replacement in communal areas, and other services provided within the Neighbourhood Response Team ‘Suite of Services’.• Suite of services includes but is not limited to; painting, bin store door repairs/replacement, bin store lock replacement, line painting, locksmith, fence repairs.• Control rubbish and furniture clearance locally, maintaining a register of Local Authority services across the region and ensuring that this is publicised.• Complete equipment and adaptations works, including half steps, handrails, grab rails and key clamp railings as well as other minor adaptations to improve the quality of life for individual customers in their homes.• Support colleagues with informal estate inspections and conduct site inspections to assist with managing contract performance.• Identify and report abandoned vehicles, incidents of crime and nuisance, acts of vandalism and take responsibility as part of the local Neighbourhood Team for, working with customers to put in place local initiatives / campaigns and develop solution based action plans to enhance the environment of Moat estates• Assist with tenancy enforcement activities, including providing support to victims of crime or anti-social behaviour through the installation of improved security measures or surveillance equipment, etc.• Carry out health & safety checks of communal areas and equipment, including play equipment inspection and fire safety management and resolution in communal areas.

- Maintain all equipment in good order and any vehicles supplied in a clean and roadworthy condition and ensure that all materials are stored safely and accounted for.
- 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:

- Literate and numerate.
- Ability to use Microsoft Office products (Word, Excel) for standard documentation.
- Ability to carry out a wide range of small repairs to communal areas.
- An appreciation of the needs of older or vulnerable people.
- An appreciation of the role of a housing association.
- A current valid driving licence.

Proficient Requirements:

- An understanding of the main principles and anti-social behaviour management and the enforcement of tenancy conditions.
- An understanding of Housing Management services and procedures/processes.