

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.

Tenancy Specialist Officer

Who is in my team?

Team	Neighbourhoods
Line Manager	Tenancy Specialist Manager
My direct reports	N/A
Updated	June 2025

What's my role?

To act as a specialist practitioner on areas of the business such as ASB, Domestic Abuse and fraud. To provide excellent case management of complex and challenging issues, ensuring outstanding service delivery by acting as an ambassador for Moat and as a key point of contact for residents. To work with colleagues to deliver consistent management of ASB, Domestic Abuse, fraud and any other tenancy matters that are passed to the team, and improve our response by helping to drive up customer satisfaction.

What am I accountable for?

- To manage a caseload of specialist cases – mainly ASB, Domestic Abuse and fraud.
- To provide specialist advice, guidance and support to colleagues in respect of complex cases.
- Responding appropriately, proportionately, and considering the best solutions to tackling ASB in conjunction with internal and external partners.
- To investigate potential tenancy fraud and take legal action as appropriate
- Ensure that effective partnerships are established with external partners such as Police, Social Care, Community Safety Partnerships, Legal services, Probation Services, Mental Health services, and any other relevant agencies.
- To ensure the services we deliver are resident focussed, victim-led, and responsive to the needs of the community.
- To be responsible for identifying and raising safeguarding concerns in line with our policy and procedure.
- To ensure a robust effective response to anti-social behaviour and other breaches of tenancy conditions, using dynamic risk assessments and action planning.
- To confidently support customers experiencing Domestic Abuse, by risk assessing, working in partnership with other agencies, and sign posting for support.
- To take ownership for any service-related complaints/queries from customers ensuring that the customer experience is positive, professional and within set timescales at all times.
- Undertaking legal work, including preparing witness statements, NOSP's, and exhibits for Injunction or possession claims, and to represent Moat in a knowledgeable and professional manner at Court.
- To maintain up to date, comprehensive case files, using computer systems and databases in accordance with the business needs.
- To work with other colleagues as and when required

- 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 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) policies

Entry Requirements:

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- A good standard of education.
- Knowledge of legislation relating to tenancies, ASB, and Domestic Abuse.
- Experience of managing complex tenancy issues.
- An awareness and knowledge of the range of legal and non-legal remedies that may form part of an effective ASB strategy.
- An understanding of Domestic Abuse and best practise on how to support victim/survivors.
- An understanding and experience of court processes relating to ASB and Domestic Abuse.
- Good understanding of Child and Adult Safeguarding.
- Appropriate means of transport.
- An ability to undertake work outside of normal office hours to meet the needs of the business as and when required.

Proficient Requirements:

- A sound knowledge of key housing legislation and best practice, supported by practical experience.
- Expertise in the creation and implementation of effective case management, utilising a range of legal and non-legal remedies
- Understanding the need to ensure compliancy with relevant policies and procedures.
- An understanding of data protection legislation.