

**BE
THE
CHANGE**

Neighbourhood Operational Managers
(Supported and Retirement Living)

London, Essex, Kent

Hello!

Moat is an incredible place to work, I love it and so do 99% of the people that work here according to our 2018 staff survey!

We are a strong social landlord that cares. Last year we transformed our Neighbourhood Teams to ramp up our commercial focus whilst not forgetting our social values. We described this as 'Reset, Reframe and Refocus'.

Following on from this success we are now ready to transform our Supported and Retirement Living Team. I am looking to appoint three Neighbourhood Operations Managers to join me as the newly appointed Head of Supported and Retirement Living to drive this change. You'll lead and manage your team of Neighbourhood Services Managers, fostering a strong performance culture.

You will need an excellent grasp of complex tenancy matters and a solid understanding of statutory duties to the vulnerable. You must have the ability to forge excellent relationships with managing agents and statutory authorities in the heart of your local business zone. The business zones available are:

- **Essex**
Managing homes in the South, East and West Essex, you'd be based at our Maldon Office
- **London**
With homes across South and South East London and parts of West Kent, you will be based at our head office in Dartford.
- **Kent**
Managing homes across Kent you will be based at our Chatham office.

Are you interested?

This is such an exciting time to join Moat, I want the truly inspirational to be part of our fantastic journey. If this sounds like you, please apply via moat.co.uk/careers.

If you'd like to have a chat about these roles you can call me on 0845 359 6847.



I would really like to hear from you!

Rajinder

Rajinder Manger
Head of Supported and
Retirement Living

Main purpose of the job and the reward

To spearhead a high performing team of Supported and Retirement housing professionals, taking a strategic and senior operational lead for your local business zone and providing an effective strategic interface across the organisation.

Key tasks:

- To lead, inspire, develop and manage Neighbourhood Services Managers within a business area, fostering a strong performance culture and ensuring compliance with statutory and regulatory requirements
- To manage complex housing management issues and to identify and implement improvements in resident services based on customer feedback and Moat's corporate strategy
- To manage processes for tenancy services, voids control, lettings, revenue collection and customer involvement to ensure the delivery of properly co-ordinated resident services, acknowledging that we are delivering services to vulnerable adults
- To monitor agency services in line with SP, CQC and SHIP requirements ensuring they meet contractual and statutory obligations. Carry out a regular programme of visits to the agent schemes to inspect standards
- To lead and implement change across the Supported and Retirement Living service, with a focus on value for money and improvement of customer service
- Review and implement policy reviews. Improving good practice across neighbourhoods to ensure consistency in service
- Assist the Head of Supported and Retirement Living in the setting of the annual service charge budget and the control of service charge expenditure to ensure a robust process of validation is in place to deliver accurate service charges in tandem with Customer Accounts
- To identify managing agents performing below the required standards. To compile and review action/improvement plans for those agents, ultimately serving notice on consistently poor performing agents. Develop programmes for regular agency forums and produce annual agency newsletters. To prepare for reviews with internal and external agencies
- To ensure the business area assumes sole responsibility for managing agents' contractual obligations, liaising with the Service Charge Team, and authorising payment accordingly
- To ensure expenditure is in accordance with budget, internal procedures, and levels of delegated authority and with audit requirements. Take action when discrepancies occur
- To deputise for other Neighbourhood Operations Managers or the Head of Supported and Retirement Living as and when necessary.

In return for your hard work, we will reward you with:

- Salary up to £52,198
 - Car allowance
 - Generous annual leave entitlement with the flexibility to buy and sell more annual leave
 - Pension scheme and life insurance
 - Training and development included accredited management courses, further education sponsorship, professional subscriptions. Leaderships development programmes and culture of internal development
 - Health and wellbeing including an employee assistance programme and a selection of optional initiatives.
-

Recruiting areas

 Currently recruiting

Our Essex team are based at our Maldon office.



Neighbourhood Operations Manager
(Supported and Retirement Living)

2 x Neighbourhood Services Managers
(full time)
1 x Neighbourhood Services Manager
(part time)
2 x Relief Neighbourhood Services Managers
(full time)

Our Kent team are based at our Chatham office.



Neighbourhood Operations Manager
(Supported and Retirement Living)

5 x Neighbourhood Services Managers
(full time)

Our London team are based at our Dartford office.



Neighbourhood Operations Manager
(Supported and Retirement Living)

5 x Neighbourhood Services Managers
(full time)

About you

You will be the operational lead for your business zone, spearheading a team of Neighbourhood Services Managers (Supported and Retirement Living) to deliver excellent services to our customer base.

You'll do this thanks to your expertise in supported and retirement housing tenancy and leasehold management, and you'll be able to demonstrate from the outset that your knowledge is up to date and comprehensive.

Importantly you will be a people person, who understands the needs of our older and vulnerable tenants. You'll act as a role model, showing the professionalism we expect, but you'll also recognise that work should be fun, and your personality should reflect this with the steps you take to motivate your team. Your strong interpersonal skills will ensure excellent relationships with other colleagues around the business and beyond, working effectively with our managing agents and local authority partners. You recognise that customer service is all about getting the basics right, and this requires a team effort to achieve it.

Innovation, dynamism and creativity are all important attributes. We're undergoing a significant period of transformation, and you'll be driving it. Coming up with new ways to shape and deliver our service and ensuring that this is implemented effectively. You'll also have ideas about how we can tailor our services to meet the needs of customers affected by ongoing welfare reforms.

You'll be digitally savvy. You want your Neighbourhood Services Managers to be as effective as they can be whilst out in their communities, and you'll ensure they have the right technology to do this. Importantly, you'll be the person to be relied on to develop and deliver new online services for our customers, bringing with you fresh ideas that you're keen to take forward!

This is a fast paced role, you're therefore tenacious, hard-working, and cope well under pressure. Working with vulnerable and older people is exciting and deeply rewarding, for you this isn't a job, it's a career.

Next steps

So if this sounds like you, get in touch, we'd love to hear from you! Visit moat.co.uk/vacancies and submit your application by 9am, Monday 14 January 2019.

If your application is shortlisted, we will then invite you to complete an online assessment. Subject to the results, you may be invited in for a written test (looking at your tenancy and leasehold knowledge), a competency based interview and a presentation (scheduled interview dates: 23, 24 and 25 January 2019)

About us

Moat, an ambitious forward-thinking Social Housing provider.

Moat is one of the top 30 housing associations in the UK with 20,000 homes spread across south east London, Kent, Essex and Sussex and we continue to develop new homes at an impressive rate too – last year we delivered 664 and we are aiming for another 3,000 by 2020. Our ambition is simple - to bring an end to housing need.

Housing associations are facing a period of change unprecedented in recent times. This gives rise to a number of significant challenges in terms of sustaining rental income, supporting residents through welfare reform and striving to maximise the delivery of new homes. We must also protect existing residents and homes; plus our social purpose – this is a delicate and challenging balancing act.

Our particular expertise is delivering low cost home ownership, having been one of the pioneers of shared ownership in the early 1990s. Since then, we have assisted thousands of people to become shared owners, many of whom now own their homes outright but they still have a relationship with Moat as leaseholders and as part of the community on our developments.

We currently have over 5,500 shared ownership properties – the largest proportion to our size in the sector. As the range of tenures and mix of housing increases we must develop and re-evaluate our services to meet our customers' expectations. As a business we need to ensure we are commercially astute and adaptable and for our customers we must be accessible and provide value for money.

We are developing an asset management strategy specifically targeted at our retirement housing stock to ensure that the needs of our retirement customers are met. This strategy will map out our future investment plans and Moat's journey for the next decade and beyond in delivering high quality homes for older and vulnerable customers.

Moat's financial strength puts us in a good position to rise to challenges and plan for the future. We have set our strategic goals for 2020 built around:

- Providing a clear and consistent customer service offering, supported by intelligent use of data and insight
- Use of digital technologies to enable better communication and drive efficiency
- Innovating to deliver new housing products, financing options and delivery models.

Reset.

Reframe.

Refocus.