

**BE
THE
CHANGE**

Neighbourhood Services Managers
(Supported and Retirement Living)

Kent, London, Essex, Sussex

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'.

I, together with my newly appointed Neighbourhood Operations Managers are looking to appoint a team of Neighbourhood Service Managers to deliver the new consistent customer offer. I am looking for dynamic individuals who have a track record of delivering excellent services, highly experienced in housing management and have a passion to work with older and vulnerable people.

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. The part time role in this area will be based at our scheme in Southminster.
- **London/Sussex**
With homes across South and South East London and parts of West Kent, you will be based at schemes across this area.
- **Kent**
Managing homes across Kent you will be based at our schemes across this area.

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 manage a portfolio of Supported and Retirement Living and temporary accommodation properties.

Key tasks:

- To carry out regular estate inspections and monitoring of neighbourhood service contracts with customers, including cleaning and gardening. Implement corrective actions and devise (and agree) plans for improvement to service provision where necessary.
- To handle support agency contracts and tenancy related enquiries in accordance with contractual requirements and service standards, taking in account the more intensive level of support required by the vulnerability of the customer base.
- To ensure that managing agents comply with their contractual obligations, monitor the quality of works undertaken and seek to ensure value for money.
- Take ownership of ASB and other tenancy breaches, taking enforcement action as necessary including court attendance
- To manage the void process for all properties; carrying out pre-void inspections and accompanied viewings. Attend referral meetings and work with support providers to ensure appropriate lettings are made. To sign-up new customers ensuring void turnaround times are minimised.
- Ensure new customers understand both their own, and Moat's, responsibilities and requirements under their tenancy arrangements.
- To fulfil our safeguarding obligations in accordance with The Care Act 2014, ensuring that vulnerable residents are signposted to key agencies. Provide appropriate support in our capacity as landlord.
- To ensure all schemes are compliant with our health and safety obligations, following Moat's health and safety procedures. Conduct regular health and safety inspections, ensuring that customers have a PEEP in place if necessary.
- To manage the rent accounts of each tenant ensuring that rent and service charges are collected. To enforce Moat's arrears recovery policy and procedure including proactive discussions with residents, pre-court visits and court/eviction attendance.
- To ensure that all of our schemes are attractive and welcoming for our supported and retirement customers, and to partner with the Moat Foundation Team to understand the needs and deliver innovative projects for our ageing retirement communities.
- To respond to service related complaints and queries from customers
- To carry out all duties in accordance with Moat's:
 - Equal opportunities policy
 - Health and safety policy
 - Policy on confidential reporting (whistleblowing)
- 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.

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

- Salary up to £31,433
 - Car allowance of £1,921 per annum
 - 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.
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Recruiting areas

- Vacancy filled
- Currently recruiting
- (FT) Full time
- (PT) Part time

You will be required to cover a number of schemes between the locations listed under each vacancy and support your colleagues at different locations when on annual leave.



*For this role we only welcome applications from candidates who speak fluent Punjabi, to support our residents at our Ekta Ghar scheme.

About you

You will truly own your business portfolio, acting as an ambassador for Moat, delivering effective services to our older and vulnerable customers that you are truly proud of.

You will have expertise in housing management, a sound understanding of the obligations of the statutory authorities and challenge them when needed. You'll be able to demonstrate this 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.

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.

Entry requirements:

- A good standard of education, with excellent verbal and written skills
- Demonstrable experience of housing management contracts, tenancy and lease agreements
- A good understanding of Landlord and Tenant legislation and procedure
- A good understanding of welfare benefits, particularly Housing Benefits
- An excellent understanding of occasions that require liaison with Social Services (e.g child protection, domestic violence)
- Access to transport and a Full UK Driving Licence
- An ability to undertake work outside of normal office hours to meet the needs of the business.

Proficient requirements:

- ARLA, IRPM, and CiH-related qualifications to NVQ L3 or equivalent, or a willingness to study
 - Highly developed digital competency skills
 - A sound knowledge of Landlord and Tenant legislation and best practice, supported by practical experience
 - A knowledge of effective strategies available in the management of ASB, supported by practical experience
 - A sound knowledge of resident involvement strategies and techniques, supported by practical application
 - An awareness of end-of-development processes and defect rectification processes and procedures
 - A sound knowledge of Housing Benefits
 - A good understanding of building maintenance and repair.
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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 also have over 1500 retirement living homes and 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.

Next steps

So if this sounds like you, get in touch, we'd love to hear from you! Please visit moat.co.uk/careers and submit your application by **Wednesday 10 July 2019**. Once the vacancy has closed a shortlisting process will take place. Should you be shortlisted, you will be invited to an interview process including a written assessment.

Reset.

Reframe.

Refocus.