

**BE
THE
CHANGE**

Neighbourhood Services Managers
(Supported and Retirement Living)

Kent, London

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. We've been transforming our Neighbourhoods function and we're so proud of the changes we've made! I joined last year and haven't looked back! Together with my management team we've overhauled Supported and Retirement Living; we're improving services for our customers and changing the image of older persons housing in the process. I'm looking for you to be the final jigsaw piece in our transformation programme!

I am looking for a dynamic individual with a strong track record for delivering excellent services, highly experienced in housing management and with a passion to be 'one step ahead'.

You will need an excellent grasp of complex tenancy and leasehold 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 across your portfolio.

We are looking for Neighbourhood Service Managers for the following areas:

- **Kent (Swale and Medway)**
Swale and Medway area based from our Chatham office (20 hours, part time)
- **London**
Sidcup and surrounding area based from one of our schemes in Sidcup
- **Kent (Tunbridge Wells)**
Tunbridge Wells and surrounding area based from one of our schemes in Tunbridge Wells.

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 £31,778
 - Car allowance of £1,942 per annum
 - London allowance for the Sidcup role - £2,283 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.



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, leasehold management and 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 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. 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.

We are a leading housing association, owning and managing over 20,000 homes in the South East. We are incredibly proud to be:

- An experienced and compassionate landlord in our communities
- Dedicated to building strong relationships with the local authorities in the areas we work in
- One of the Homes England delivery partners, developing around 600 new homes every year
- Financially strong, allowing us to deliver excellent services to our customers and build new homes
- An expert in providing shared ownership
- An employer of 350+ members of expert and passionate staff.

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 31 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.