

Head of Voids and Lettings

Recruitment brief

Hello!

Moat is an incredible place to work, I love it and so do 97% of the people that work here according to our last staff survey!

I'm extremely positive about 2021, despite it starting with a national coronavirus lockdown! Over the last year we've actively engaged with our customers about what it means to move into a Moat home. This year, we're procuring for a new void works partnership (to commence 2022) and I'm looking for a Head of Voids and Lettings to spearhead the service.

We don't believe in 'units' we believe in 'homes' and we provided 760 rented homes in 2020 – something I'm incredibly proud of! The role of the Head of Voids and Lettings is to ensure that both our new and departing customers have the best possible experience.

I'm passionate about ensuring an excellent customer experience, and driving transformation programmes that reap benefits for our residents and staff alike. Last year, I excitedly took a sideways step from our award-winning Neighbourhoods team to become the Director of Customer Operations. I love it! It offers a whole new perspective and insight into our customers' experiences.

We are a strong social landlord that cares. We know we're good, we want to be even better. Vigorous contract management and the speedy turnaround of our empty homes is vital to our overall corporate objectives of building more homes and investing in our existing stock. It's important that we balance this performance-driven approach with the support needs and vulnerabilities of our customers.

I'm looking for a strategic-thinking, dynamic and experienced Head of Voids and Lettings, with a proven track record of success. I'm a firm believer that our customers and staff know best, and we must positively involve them in our change programme – I've branded this 'Be The Change'. I'm keen that we adopt

this approach, and with you, I want to further digitise, innovate, and generally improve our overall operational and strategic effectiveness. I want our Voids and Lettings team, indeed our friends and colleagues from across Moat to join you and I on this journey. So, jump on board it's going to be an exciting time!



I would really like to hear from you!

Stephen

Stephen Walker
Director of Customer Operations
@StephenW_Moat

Are you interested?

I want the truly inspirational to be part of our fantastic journey. If this sounds like you, please submit an online application via moat.co.uk/careers. If you'd like to have a chat about this role you can call me on 0845 359 6755.

Main purpose of the job and the reward

To be the strategic lead for the management of our empty homes, leading the Voids & Lettings team to ensure our homes are let quickly and compliantly, and that new tenancies are sustainable and costs are managed and minimised.

Key tasks:

- To ensure effective contract and budget management for void works.
- To foster an environment of high-performance standards, ensuring KPI targets across the team are met consistently; providing and presenting regular statistical information, reports and presentations.
- To drive transformational change across the team, shaping our services based on customer feedback and insight.
- To ensure that advances in digital technology are adopted by the team, for the benefit of customers and operational effectiveness.
- To empower direct reports and the wider team with operational decision-making, ensuring a consistent approach to customer service, case management, performance monitoring and report writing.
- To develop and maintain excellent relationships with local authority partners, ensuring that we are equipped to respond to their needs, e.g. in the provision of additional temporary accommodation through the tenure conversion of existing Moat stock.
- To manage nomination agreements, quotas, local lettings plans and service level agreements - taking a solution-oriented approach with local authority partners to tackle void turnaround bottlenecks and ensure community sustainability.
- To work with other department heads to ensure effective cross-team collaboration - particularly those in Customer Accounts, Neighbourhoods, Service Charges and Property Services.
- To appraise new developments, paying particular attention to affordability and customer demand.
- To ensure our homes are health and safety compliant, working closely with our Health and Safety and Property Services teams, including in relation to fire, gas, legionella, asbestos and trip hazards.
- To actively pursue external networking opportunities that enable us to benchmark, collaborate and transform services.
- To proactively respond to changes in the social and regulatory environment, adapting systems, processes and structures accordingly.
- To provide out of hours telephone cover on a rota basis, as required.

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

- Salary up to £56,001
 - Car allowance
 - Generous annual leave entitlement with the flexibility to buy and sell more annual leave
 - Pension scheme and life assurance
 - Flexible and agile working
 - Training and development including accredited management courses, further education sponsorship, professional subscriptions, leadership development programmes and a culture of internal development
 - Health and wellbeing including an employee assistance programme and a selection of optional initiatives.
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About us

Moat is one of the top 30 housing associations in England with almost 21,000 homes spread across south east London, Kent, Essex and Sussex and we continue to develop new homes at an impressive rate too - we have a pipeline of over 3,250 homes! 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.

We're not your 'standard' housing association. Having been one of the pioneers of shared ownership in the early 1990s, leasehold now makes up more than a third of our overall stock. 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 almost 6,500 shared ownership and leasehold 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 more than 1500 homes exclusively for older people as part of our Retirement Living portfolio. With a high proportion of older people within our general needs rented housing we have recently

developed our 'Vision for Older People' strategy, recognising that we need to deliver services, homes and communal spaces that meet the needs of an ageing population.

Alongside refining our existing services and putting new homes on the ground, we have also recently completed our major regeneration scheme covering 850 homes in Pollards Hill in the London Borough of Merton. This scheme involved refurbishment works to improve energy efficiency to homes and the overall look and feel of the estate. We've made great inroads in delivering a range of social regeneration projects in the area, working with residents, local stakeholders and contractors to ensure that we make a lasting difference.

Our completed schemes at Christian Fields in Gravesham and Stanhope in Ashford demonstrate how communities can be reinvigorated by careful and collaborative working. These estates have been transformed into places where people can feel safe, be proud to live and which have a strong and sustainable local identity.

Moat's financial strength puts us in a good position to rise to challenges and plan for the future. Our corporate strategy revolves around being bold and ambitious, investing in new and existing homes; putting safety and quality first. We also deliver for and with our customers through our new Customer Engagement strategy, which will help us to deliver the requirements of the Social Housing White Paper.

About you

You're a performance driven, dynamic leader that thinks outside of the box. You're passionate about shaping services with data, insight and actively embrace new technology.

Covid has had its impact on much of the sector, including void turnaround levels. You'll bring us back on an even keel with your target-focussed approach. You're performance driven and you'll demonstrate outstanding contract management skills to ensure we get maximum value from our partners. Whilst striving for efficiency and effectiveness you'll also recognise the importance of tenancy sustainment and will take an innovative, cross-department approach to trialling new initiatives.

Importantly, you're a people person. You'll act as the role model that we expect and you enjoy demonstrating. You'll also recognise that work should be fun, and your personality will reflect this with the steps you take to motivate your team and relationships you build across the business. You're a technical expert in your field and you'll engender an environment of ownership and responsibility right across the team. You're a strategic thinker, a visionary leader, a horizon scanner and you'll deliver our team and corporate strategy. You'll also have lead operational oversight. Your strong interpersonal skills will ensure you build excellent relationships with other colleagues around the business and beyond. You'll be comfortable working with our local authority partners to find solutions to their local housing challenges, preparing business cases and negotiating changes to allocation agreements where required.

You're committed to outstanding customer service, and you chime with Moat's objective of delivering a consistent customer experience where we are brilliant at the basics. You positively embrace technology, for both your team and our customers, and will seek opportunities for improved operational effectiveness. You enjoy analysing data, preparing and presenting your team's performance to our Executive Team or Committee/Boards.

We are here to work for and with our residents, you'll therefore ensure that you're listening to our customers – including our Customer Advocates - in order to shape our services.

This is an important role, void turnaround is a corporate key performance indicator and every property let is a new family moved into their permanent home. You're therefore creative, tenacious, hard-working, and cope well under pressure. For you, this is more than a job, it's a career.