

Give yourself the
best gift this year
by becoming
a Moatee!



Recruitment brief for the position
of HR Manager

Hello!

Here at Moat we're all about looking forward and aiming higher – for the homes we deliver, the communities we work in and the people we employ.

You'll be joining us at a really exciting time for Moat. In the last two years we have been delivering transformational change, with a great deal of focus on digital technology, processes, our customer offer, and providing even more homes. Our strategy recognises the importance of ensuring our people are with us on this transformational journey

Our latest employee survey reveals 99% of our people are satisfied with Moat as an employer, so we know we have great foundations for our current and future employees. Here at Moat we all strive to be a great organisation, where our people are fully engaged, well led, fairly rewarded, motivated, and empowered to deliver an exceptional service.

Our HR Team have played a vital role in our journey so far, but we know we have much more to do. As we take on the challenges of addressing housing need, and ensure we shape a workforce that's fit for the future, both at Head Office and our satellite offices, we are looking for a HR Manager to join our expanding team.

If you're experienced, resilient, confident and quickly able to secure the trust and confidence of the team, and our internal customers, this could be the role for you. You will also need to be curious, solution focused, creative, and have a sense of fun.

If you think you've got what it takes, to help us on our journey, I look forward to reading your application.



Maureen O'Sullivan-Day
Head of HR Services

Are you interested?

If so, you have until Tuesday 20 November 2018 to apply via **our recruitment portal**. If shortlisted, interviews will take place Monday 26 and Tuesday 27 November 2018.

Key tasks and entry requirements.

Key tasks:

To manage the operational HR function, providing a range of services to managers and staff (resourcing, reward, and employee relations) which reflect best practice. Support and guide senior management in the achievement of their aims and objectives, whilst meeting the business needs of the organisation.

- To provide HR services, personally and through the HR team, that meet the needs of the business, its directors, managers and employees; to include:
 - advising on employee relations issues
 - disciplinary and grievance handling, redundancy handling, TUPE, employment tribunals
 - co-ordinating performance management and remuneration processes through provision of a framework for managers and staff
 - co-ordinating annual salary reviews and liaising with payroll
- To review continuously employment legislation, policies, practices and standards in order to ensure professional and effective services are provided relating to equal opportunities, compliance with legal obligations and good practice
- To provide advice on employment practice and legislation, and the consistent interpretation of HR policies and terms and conditions to managers and employees.

Entry requirements

- Full CIPD qualification
- At least two years' experience of managing a HR Team
- Thorough knowledge of legislation relating to employment and employment contracts, supported by significant practical experience of guiding line managers in employee relations
- A good understanding of the processes involved in Employment Tribunals, and practical experience of preparing for, attending and representing these

Proficient requirements

- BPS Level 2 qualification desirable
- Strengthscope accredited (psychometric tool)

- To continuously review employment benefits to help ensure that Moat remains attractive as an employer of choice
- Working with the OD Manager to provide a range of management and HR-related professional skills training programmes as appropriate to ensure line managers and employees are equipped with the necessary skills and knowledge to manage employees and deliver HR policies in a consistent and fair way
- Translating people performance metrics and analytics into information that senior leaders can use to drive business performance
- Continuously review our employment practices ensuring diversity and inclusion plans are in place, which not only meet our statutory obligations, but support our talent management and succession planning aims. Taking an active and leading role in activities, pro-actively working with the business to ensure that diversity and inclusion is a key part of our people strategy
- To carry out all duties in accordance with Moat's:
 - Equal opportunities statement
 - 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.

- Proficient in Microsoft applications
- Good data analysis skills with practical experience of using data analytics and reporting accordingly
- Experience of using HR self -service systems
- A strong understanding of equality and diversity legislation and best practices supported by experience of embedding and delivering
- Appropriate means of transport.

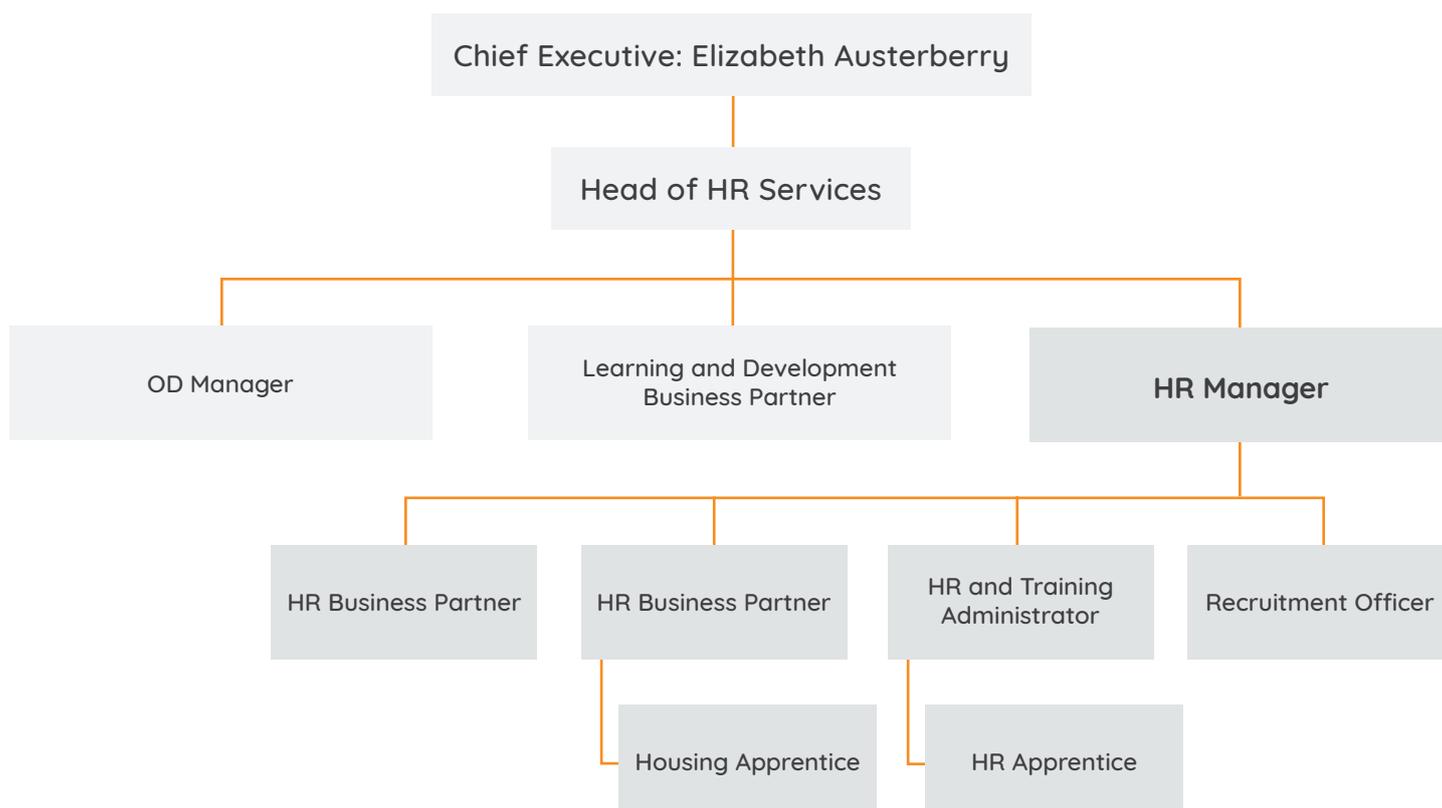
- Experience of Pensions administration
- Hands on experience of TUPE.

The benefits.

In return for your hard work

- Salary of £43,325 - £54,156 per annum
- Car allowance (£1,921 pa)
- 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.

Your future team.



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. We're keen to explore how we can expand our existing portfolio of shared ownership for older people. As with our wider leasehold portfolio, 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.

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.



Come and say hi

Take a look at our HR twitter account [@LifeatMoat](#) for all things HR or [@Moathomes](#) to see our latest news.