

# MOAT

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title:</b>	<b>Moat Foundation Team Leader</b>
<b>Directorate:</b>	Housing & Customer Services
<b>Department:</b>	Neighbourhood Services
<b>Reports to (title):</b>	Head of Moat Foundation
<b>Directly supervises:</b>	Moat Foundation Officers (MFO)
<b>Updated:</b>	May 2021

### **Main Purpose of Job:**

Manage the delivery of social value activities and projects consistent with Moat Foundation strategy and enable positive change through customer participation and involvement.

Promote opportunities to support customers to create thriving communities across Moat's regions.

To raise the profile of Moat and of Moat Foundation, through extensive partnership work and to increase awareness of our work through a range of communication channels.

### **Key Tasks:**

1. To provide line management to the Moat Foundation Officers to develop 'Thriving Communities' plans for new and existing communities; working across key Moat teams and partners to capture the needs of customers and the community.
2. To drive team delivery of Moat Foundation's current strategy, and its core strands:
  - Supporting young people (to become more employable through education, training, and work experience).
  - Supporting older customers (i.e. services for an aging population).
  - Supporting communities to thrive (community cohesion / development i.e. ASB deterrence and support for community groups).
3. Oversee operational performance of the team, ensuring compliance with procedural and administrative processes, taking action as necessary.
4. Ensure processes are in place to capture relevant regional data from both internal and external data sources as necessary.
5. Assist the Head of Moat Foundation to undertake analyses of this data to ensure that services and projects are tailored to regional demographic and emerging needs.
6. Assist the Head of Moat Foundation to the manage contracts, service level & partnership agreements ensuring compliance with clear minimum

standards and agreed service level agreements SLAs). Ensure that SLAs comply with regional Private Finance Initiatives (PFIs) or LA agreements as necessary

7. To support Foundation Officers to monitor the performance of hub management partner(s) and / or hub-based service providers.
8. To work with the team to both identify and secure collaborative opportunities and joint funding with key stakeholders in order to deliver projects and activities consistent with the Foundation's core strands.
9. Assist the team as necessary with the submission of funding applications to regional & national sources to enable delivery of projects and activities.
10. Collate regional performance data and provide this to the Head of Moat Foundation to produce quarterly performance update reports for internal & external forums and committees.
11. To co-ordinate the team's communications and marketing activities in line with the Foundation's annual plan, including the use of social media to raise the profile and reputation of Moat and its Moat Foundation as providers of excellent social value services for customers.
12. Promote and increase take-up of services by customers, through effective liaison with Neighbourhoods teams, both directly and through MFOs.
13. To oversee the delivery of the resident involvement strategy through the development of local tenant and residents' associations (TRAs) based on customer request.
14. To manage the budgets of individual projects, as and when allocated.

To carry out all duties in accordance with Moat's:

- Equality and Diversity Commitment
- 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.

## PERSON SPECIFICATION: **Moat Foundation Team Leader**

<b>CORE COMPETENCIES</b>	
Drive for Results	2
Customer Service	2
Teampay	2
Interpersonal Effectiveness / Managing Relationships	3
Change Orientation	2
<b>MANAGEMENT COMPETENCIES</b>	
Managing people and performance	2
Managing Resources	2
Strategic Capability	2
Visionary Leadership	1

This table should be read in conjunction with the Moat Competency Framework.

## **TECHNICAL COMPETENCIES**

### **Entry Requirements: -**

- A good standard of education, with well-developed written communication skills.
- A good standard of literacy and numeracy, with the ability to assimilate complex written information and undertake thorough analyses.
- Proficient intermediate use of MS Office, particularly Outlook, Word, and Excel.
- A good level of knowledge and experience of managing operational Community Investment / Social Value projects and programmes.
- Ability to work with minimal supervision with the confidence, to work on own initiative in managing specific projects.
- Understanding of legislation and policy relating to resident engagement / involvement issues, supported by practical experience.
- Evidence of keeping up to date with recent welfare reforms and with emerging trends in the field.
- A broad awareness of socio-economic issues likely to affect Moat's residents.
- Good level of experience in project planning and delivery.
- Experience in Line Management and performance Monitoring
- Appropriate means of transport.
- An ability to undertake work outside of normal office hours to meet the needs of the business, including evenings and weekends.

**Proficient requirements**

- Excellent organisational and project management skills.
- Must have persuasive communication and presentation skills, with strong interpersonal and relationship building skills.
- A good understanding of Housing policy and processes.
- Expertise in the management of resident involvement policies, strategies, and processes.
- A sound knowledge of resident engagement options, activities, and good practice.
- Desirable to have a community and youth work certificate, or similar relevant qualification.
- Proficiency in Project and budget management