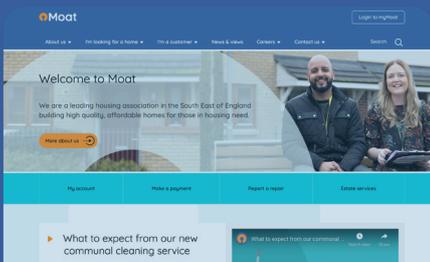


We're looking for

# Neighbourhood Services Managers

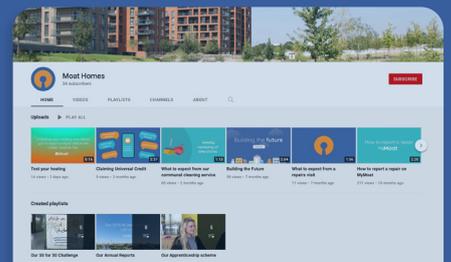
Join our team!



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# Hello!

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We are a strong social landlord that cares about our customers. We are good at what we do and always want to do better.

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We have a number of opportunities for Neighbourhood Services Managers to join us in various locations across the South East. Our Neighbourhood Services Managers are responsible for delivering an excellent customer experience throughout our regional landlord services including tenancy, estate, and leasehold management.

You will be a housing professional able to demonstrate expertise and experience in managing social housing, backed up by a track record of delivering high quality and customer focused services. You possess the determination, energy and drive to continually improve the ways that we work, acting on what our customers are saying. We have invested heavily in enabling our staff to work remotely in an agile way, which means you can work wherever you need to. This brings both flexibility but also an expectation of self sufficiency and ownership of the work you do. We want you to be able to manage your patch as effectively as possible with the customer at the centre of what you do.

If you're interested in joining us, we would love to hear from you! We are on the lookout for Housing Professionals in the following areas:

- **London (3 vacancies)**
- **Sussex (2 vacancies)**
- **Essex (1 vacancy)**
  - East Essex (including areas around Maldon, Chelmsford and Southend)



*Anne Brighton*

Anne Brighton  
Director of Neighbourhoods

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# Main purpose of the job and the reward.

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To manage the tenancies, leases and communities within a mixed tenure housing portfolio; to act as an ambassador for Moat putting our customers at the heart of what you do.

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## Key tasks:

- To carry out regular high quality estate inspections and monitoring of service contracts with customers, including cleaning and gardening.
- To handle leasehold and tenancy related enquiries in accordance with our contractual requirements and service standards
- To build excellent relationships with managing agents, ensuring they comply with their contractual obligations and seek to ensure value for money.
- To ensure an effective response to ASB and other tenancy breaches in line with our policies, taking appropriate enforcement action as necessary including court attendance in a timely and efficient manner.
- To welcome customers to their new homes, ensuring customers understand their new tenancy, services delivered, and provide an introduction to their new home.
- 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 our customer's homes are compliant, you'll conduct Fire Risk Actions and take appropriate measures to ensure our customers homes are safe at all times.
- To respond to service related complaints and queries from customers in both a timely and professional manner.
- To liaise with Local Authority partners and key agencies in managing complex housing management situations.

## You'll have:

- A good standard of education, with excellent verbal and written skills ideally with a professional qualification or recognition with CIH or IRPM.
- Demonstrable housing experience and understanding of leases and tenancy agreements.
- A sound awareness of Landlord, Leasehold and Tenant legislation and procedure.
- Demonstrable experience of working with local authorities and partner agencies in managing complex cases
- A Full UK driving licence and a vehicle to be used for work purposes.
- An ability to undertake work outside of normal office hours to meet the needs of the business.

## In return for everything you can bring:

- Salary up to £35,000 per annum
- Car Allowance of £1,990 per annum
- Business mileage
- 26 days annual leave, increasing with service, with the flexibility to buy and sell more leave
- Time off on your birthday
- Pension scheme
- Agile working where you can work where you need to
- 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
- Health Insurance and life cover.

# About us.

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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.

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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.

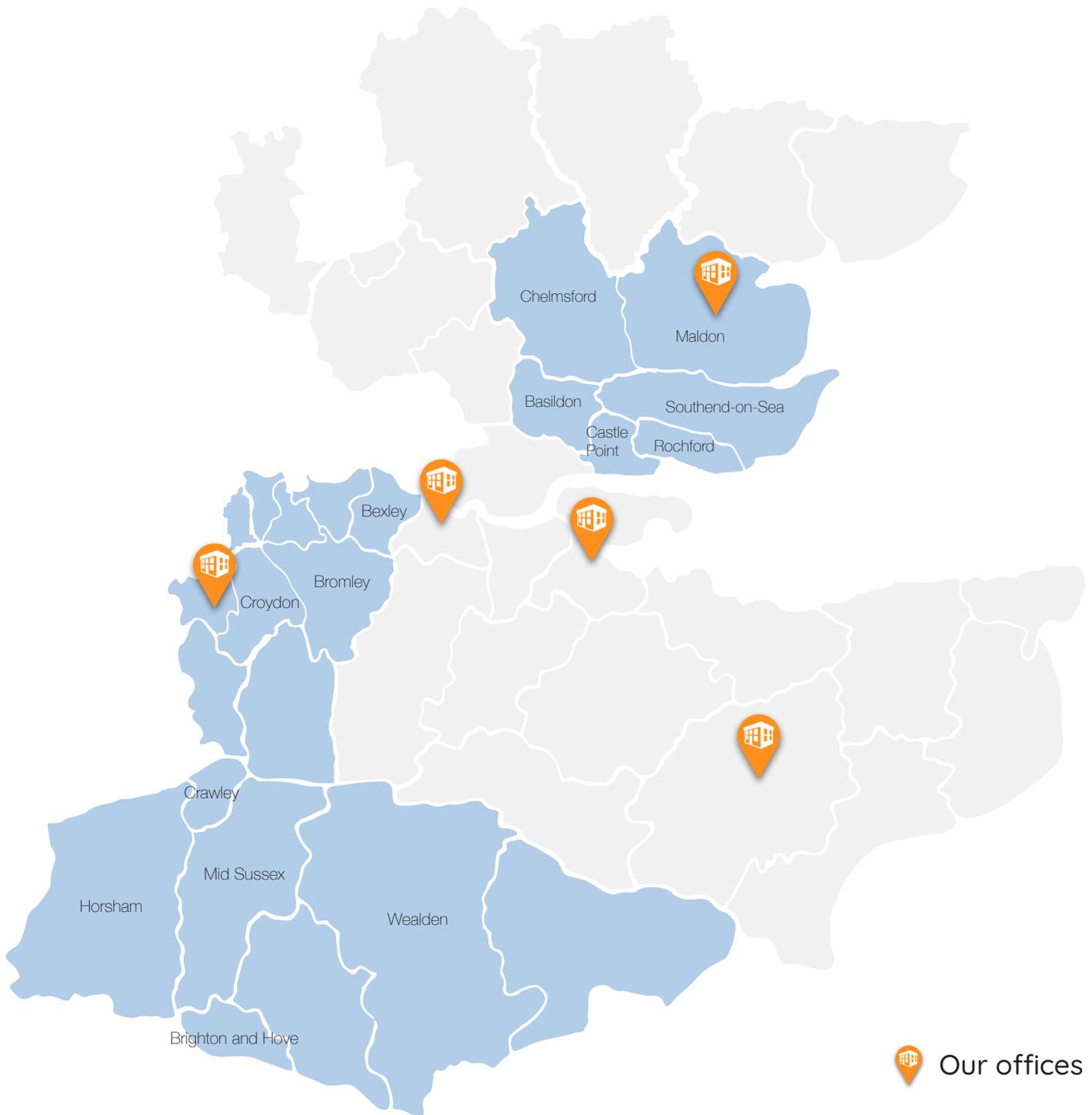
We also have more than 1500 homes exclusively for older people as part of our Retirement Living portfolio. With a high proportion of older people within our general needs rented housing we have recently developed our 'Vision for Older People' strategy, recognising that we need to deliver services, homes 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.

# Recruiting areas.



 Our offices

