

Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

Our Standards

Be inclusive
Be a leader

Our Behaviours

Be adaptable
Be smart working

Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

Our Standards

Be knowledgeable
Be skilled

Our Behaviours

Be collaborative
Be smart working

Own it

Take personal responsibility for making things happen and seeing things through.

Our Standards

Show integrity
Be ethical

Our Behaviours

Be empowered
Be accountable

Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

Our Standards

Be an advocate

Our Behaviours

Be supportive
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Neighbourhood Housing Assistant

Who's in my team?

Team	Neighbourhood Housing
Line Manager	Neighbourhood Housing Team Leader
My direct reports	N/A
Updated	December 2024

What's my role?

To provide support to the Neighbourhoods business area as part of a centralised team of Neighbourhood Housing Assistants, through the provision of customer liaison, administration, and reception services.

What am I accountable for?

- Working in a small team to resolve or progress queries about tenancies and neighbourhood issues from customers.
- Managing the Neighbourhoods CRM queues and incoming activities, emails, and internal requests.
- Acting as first point of contact for callers and visitors to the Moat office, including reception desk duties.
- Using the Customer Relationship Management (CRM) system to record all contact with customers to provide a quality audit trail on cases.
- Working with internal and external customers. This may include chasing cases or orders, ensuring all follow-up action is taken; handling further enquiries and assisting in the resolution of problems.
- Raising and receipting purchase orders for contractors and taking ownership of the administration of these.
- Providing administrative support to the Neighbourhood Response Officers and Estate Services Manager.
- Supporting and being involved in Neighbourhoods projects when asked.
- Being a “customer pioneer” excelling in customer service and striving to provide a great customer experience.

- Carrying out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.
- Carrying out my work in line with our:
 - Professional standards, reflecting our values and behaviour framework
 - Policies, procedures, and code of conduct
 - Commitment to equality, diversity, and inclusion
 - Health and safety responsibilities
 - Confidential reporting (whistleblowing) policies

What do I need?

Entry Requirements:

- A good standard of education with good written, verbal and numerical skills.
- A good working knowledge of MS Office suite, particularly MS Word and Excel.
- Experience of office administration – organising systems, records and files.
- Awareness of the social housing sector and current issues.
- Some awareness of processes for housing management – payments, arrears, repairs, transfers, mutual exchange

Proficient Requirements:

- A good knowledge of basic housing procedures.
- Proficiency in administrative duties.
- A strong working knowledge of administrative processes for housing management – payments, arrears, repairs, transfer, mutual exchange.