

# 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 sector leading 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 is available on our website.

### 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.

# People Partner

Who's in my team?	
Team	People Services
Line Manager	Head of People & Organisational Development
My direct reports	People Services Advisor People Services Coordinators
Updated	December 2024

What's my role?
<ul style="list-style-type: none"><li>• To provide proactive and innovative solutions to business issues relating to our people and culture.</li><li>• To work collaboratively with the business, providing guidance and support to ensure departmental priorities and plans are aligned to our business goals and values.</li></ul>

What am I accountable for?
<ul style="list-style-type: none"><li>• Act as a People Partner within key business areas - developing and enabling the effective implementation of the people strategies, plans and practices.</li><li>• Using resources such as people metrics, data analytics and recognised best and/or legal practice support departments on all people processes - providing guidance, coaching and constructive challenge, as required.</li><li>• Be a critical friend that probes, discusses, disrupts, debates and challenges others.</li><li>• To deliver professional advice and support to managers on recruitment, employee engagement, employee relations, change management, TUPE, employee reward, ensuring mitigation of legal risk and organisational reputation.</li><li>• Provide advice and guidance to leadership on how to build a diverse, equitable and inclusive organisation.</li><li>• Working collaboratively with managers and key partners provide guidance and support on organisational development and succession planning. To help achieve maximum staff performance and the retention and development of a high performing workforce, as part of Moat's vision to secure external recognition as an employer of choice.</li><li>• Be comfortable and confident working in the grey; navigating policy, process, ever-changing business context or previous methods to reach the most effective and commercial outcome.</li><li>• To ensure Moat remains a competitive employer through benchmarking initiatives, processes and best practice against external organisations.</li><li>• Lead key people projects that support the delivery of the People work plan; People strategy and Moat's vision and values.</li></ul>

- To work collaboratively with team colleagues contributing to the completion and compliance checking of people processes, documentation and HR reporting.
- To work in collaboration with the OD and Employee Experience Manager, supporting staff wellbeing and people initiatives, talent management, succession planning and coaching.
- To update, review and create a suite of people policies, procedures and practices that complement the organisation's values and which adhere to best practice and employment legislation.
- Design, deliver and evaluate a range of management and development programmes, e.g. appraisal training, grievance handling, building employee engagement.
- To carry out all duties in accordance with Moat's:
  - Equal opportunities policy
  - Health and safety policy
  - Policy on confidential reporting (whistleblowing)
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- 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.
- 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) polices

## What do I need?

### Entry Requirements:

- Level 5 CIPD qualification or equivalent
- Good working knowledge of MS Office
- Excellent communication and organisational skills
- Innovative problem solver
- Demonstrable experience of stakeholder management
- Knowledge of employment legislation supported by at least 3 years proven practical experience of managing a complex employee relations caseload including change management
- An awareness of the processes involved in Employment Tribunals
- Experience designing and facilitating people related training
- Appropriate means of transport

### Proficient Requirements:

- Fully CIPD qualified (L7)
- Confident in the provision of challenging employee relations advice to managers and staff
- Skilled delivery in managing large scale change and TUPE
- Skilled delivery facilitating people related training