

We're looking for an

Internal Communication Officer

to join our team ...



Hello there!

Who we're looking for

What you'll be doing and
what you'll need to apply

What you'll get in return

Who we are

Apply



Hello there!

Internal communications is where culture comes to life. It's how colleagues understand our purpose, how they stay connected to what's happening across Moat, and how we make sure everyone feels informed, valued and part of something meaningful.

As an Internal Communications Officer, you'll play a vital role in shaping that experience. You'll help us turn organisational updates into clear, engaging messages that colleagues can trust. You'll support events, campaigns and moments that bring people together. And you'll help us keep our intranet fresh, useful and genuinely worth visiting.

This is a role for someone who cares about people as much as they care about great communication. Someone who can listen, interpret, simplify and bring clarity. And who understands that internal comms isn't just about sharing information, it's about strengthening culture, building connection and helping colleagues feel supported.

It's a genuinely exciting time to be joining Moat. We've launched a new corporate strategy and a fresh website, introduced our Moat Offer, and soon we'll be launching a new repairs service.

There's real momentum across the organisation, and internal communications has a big part to play in bringing colleagues with us: helping people understand where we're heading, feel proud of the role they play and stay connected through change.

That's why I'm looking for an Internal Communications Officer who can help us make our colleague communications clearer, warmer and more engaging than ever.



If you're someone who writes with purpose, thinks with empathy and thrives in a fast-moving environment, I'm excited to meet you.

Samantha Bould-Newton
Internal Communications Manager.



Not to brag but we've been one of The Sunday Times' Best Places to Work three years in a row!

We've said we're growing our comms team and we really are.

My colleague Ruth is also recruiting for Customer Communications Officers, and it might be exactly what you're looking for. If you're curious, take a moment to explore the role and see whether it's the right fit for you.

You'll turn information into understanding and connection.

I'm looking for someone who can turn organisational information into clear, warm and engaging communication that helps colleagues feel informed, connected and part of something meaningful.

You'll bring strong writing skills, editorial judgement and empathy for what people need to know, whether you're shaping intranet content, supporting events and campaigns, or helping teams communicate with clarity and confidence. This is a fast-moving environment, so you'll need to be organised, proactive and able to manage different priorities with calm focus.

You'll join a collaborative, curious and ambitious Communications and Design Team that cares about raising the bar, strengthening culture and helping Moat colleagues do their best work every day.

I'm excited to hear from you if:

- ♥ you write with clarity, warmth and purpose, always thinking about what colleagues need
- ♥ you're confident turning complex information into simple, accessible messages
- ♥ you're organised, proactive and able to juggle multiple tasks with calm focus
- ♥ you enjoy creating content across different channels
- ♥ you build strong relationships and collaborate naturally across teams
- ♥ you care about culture, engagement and helping colleagues feel connected to our purpose.

If you're reading this and thinking, "this is me!", keep scrolling. The job description, benefits, and how to apply are coming up.

What you'll be doing:

- Researching, writing and editing content for a range of internal channels
- Translating complex information into clear, concise and accessible messages
- Producing communications plans and content that helps colleagues understand key updates, decisions and priorities
- Helping maintain and develop our intranet, making sure it is a trusted, easy-to-use source of information
- Helping plan and deliver engagement activities
- Working closely with business partner areas to help them deliver high-quality, on-brand internal communications.

What you'll need to apply:

- Strong copywriting skills with the ability to write clearly, simply and with impact
- A good eye for a story and the ability to develop engaging content
- Excellent organisational and project management skills
- High levels of initiative, creativity and self-motivation
- Emotional intelligence and empathy when communicating with customers
- A collaborative mindset and the ability to build strong internal relationships
- An eye for detail, ensuring accuracy and consistency across all content.

What you'll get in return:

- The full salary range for this role is £32,901 to £41,126. Starting salary will be offered in this range dependent on experience
- Generous annual leave entitlement, half day off for your birthday and flexibility to buy and sell more annual leave*
- Pension scheme and life assurance
- An employee assistance programme that provides a free, confidential counselling and advice line
- Training and development opportunities
- The IT kit you need to do your job effectively both in the office and at home.

*These are subject to terms and conditions of your contract



After your initial induction you'll be based at our Dartford head office at least two days a week, with the flexibility to work from home on the other days. Your schedule will adapt to project need, whether it's a 1:1 with a team member or an in-person creative meeting, you'll come into the office to get what you need to do the job well.

We're a bit biased but our Comms Team is supportive, collaborative and hardworking with a great sense of humour too. We keep connected with regular team meetings, office lunches and a lively group chat (we love a GIF), and we take real pride in the quality of the work we deliver.



So, who are Moat?

For more than sixty years, we've been driven by one simple purpose: giving people a safe, affordable place to call home — and creating communities where wellbeing, opportunity and pride can flourish.

Today, we're a sector-leading housing association with over 23,000 homes across Kent, Essex, Sussex and London. From families putting down roots to individuals taking their first step into independence, we're here for people in housing need, offering secure rented homes and shared ownership options that open doors and transform futures.



What hasn't changed over the decades is our commitment to social impact. We're passionate about delivering homes that make a real and lasting difference — places where customers feel supported, communities thrive, and colleagues know their work matters.

If you want to be part of an organisation that puts purpose at the heart of everything, you'll feel right at home with us.

How we work

Our values shape everything we do. They're the foundation of how we show up for our customers, our communities and each other. They guide our decisions, our behaviours and the standards we hold ourselves to as housing professionals.

Our behaviour framework brings these values to life — setting clear expectations for how we work, collaborate and deliver on our purpose every day.

Our core values are:

Better together

We set high standards, work together and welcome every opportunity to learn.

Be the change

We're flexible and adaptable to change, sharing ideas and focusing on new solutions.

Lead by example

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

Own it

We take personal responsibility for making things happen and seeing things through.

Ready to bring something to our team?

If you read this far and you're still excited by the role and want to work with us, it's time to apply!

Fill out your application form on the careers section of our website, upload your CV and three examples of your written work.

- Application deadline
Sunday 26 July 2026
- In-person interviews
Tuesday 4 August 2026
Wednesday 5 August 2026
Thursday 6 August 2026

