

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.

Senior Moat Foundation Officer

Who's in my team?	
Team	Moat Foundation
Line Manager	Moat Foundation Manager
My direct reports	Senior Hub Officer, Moat Foundation Officer, Hub Officer, Community Volunteers
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What's my role?

You are responsible for Moat Foundation operations and line-management across a region which will include multiple Hubs, Mobile Hubs and Retirement Support Living (RSL) schemes, and the development of regional partnership projects. The role includes direct customer delivery of specific projects (which could include a Hub, mobile Hub and multiple RSL's), overseeing one-off welfare and social value projects and for identifying and developing our reach into new customer groups.

- You will lead the development of your designated region or regions, taking responsibility for the safe and compliant delivery of customer-led and evidence-based projects that open doors to better lives for our customers and their communities.
- You will co-produce, alongside officers and partners, a coherent, sustainable offer of customer-led Mobile Hubs, social value activities, direct delivery and commissioned projects consistent with the Moat Foundation Delivery Plan.
- You will provide operational line-management to create a high-impact customer-facing team that support customers to engage in their local Hub offer.
- You will understand the existing and emerging needs of our customers and communities and present evidence-based proposals for next-steps that support customers and communities in your region to thrive.
- You will collate and report on the impact of Moat Foundation activities in your region.
- You will raise the profile of Moat Foundation with our internal and external stakeholders through partnership work, regional networks and a range of communication channels.

What am I accountable for?

- To provide line management to our local teams of Hub Officers and Community Volunteers that deliver a high-quality local offer of engaging activities, ensuring consistent delivery and an outcome-focused curriculum. The activities will meet the needs of Moat customers in your region and may include sessions for children and young people, adults and older customers.

- To ensure our Community Hubs and spaces, activities and projects delivered in our spaces (including those by any third-party organisations) are:
 - Consistent with local priorities and needs
 - Aligned with Moat Foundation's core priorities
 - Comply with Health and Safety regulations and Moat's governance standards.
- To ensure insight and anecdotal data is used alongside productive stakeholder relationships and your team's experience, to identify, co-produce, develop and deliver a relevant, sustainable and innovative range of activities that positively impact the needs of the customers and communities in your region.
- To successfully source funding for projects and activities through partnership projects and funding applications, including using social value resources from our supply chain to benefit Moat's customers.
- To support Moat Foundation Officers to coordinate and lead regional stakeholder forums, committees or partnerships (e.g. Pollards Hill Community Committee, Community Chest Panel, Partnership Forum)
- To ensure Service Level Agreements (SLAs) or Partnership Agreements govern all contracts and incorporate quantifiable 'SMART' performance targets and to manage effective performance monitoring.
- To ensure data is collected in line with policies and governance standards and to take responsibility for telling the story and impact of our work, collating case studies and relevant information from the Moat Foundation team, for use in planning, reporting and communication to all stakeholders.
- To support an effective communication strategy relevant to your region and location, supporting the regional team to produce high quality social media, e-messaging and printed materials.
- To support the regional team to recruit, train, and develop volunteers, enabling local teams to be effective in their co-ordination of local community volunteers.
- To manage an accurate and efficient regional budget and support the Team Manager in forecasting future capacity needs.
- 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.
- 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 clear understanding of evidence-based customer-led community investment practice and proven experience of helping customers and communities thrive.
- Experience of managing staff and volunteers to become a high performing team.

- Experience of stakeholder engagement and positive relationship building at all levels.
- Excellent communication skills, with the ability to adapt and respond to a wide range of stakeholders.
- An understanding and experience in managing operations, including health and safety, risk management, safeguarding, customer engagement, commissioning services and direct delivery of customer activities.
- A practical understanding of financial and organisation systems and the legislation, policy and regulatory frameworks that govern community investment in the Housing industry.
- The ability to use insight data, case study and professional judgement to shape community services.
- An ability to be a Moat Foundation ambassador with evidence of your commitment to collaboration and partnerships that can increase the resource and opportunities that help communities thrive.
- 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:

- Experience in motivating and managing a team to achieve an ambitious and challenging delivery plan.
- Knowledge of customer and community listening and participation practices and volunteer management.
- Experience of budget management, fundraising, partnership management, monitoring and evaluation and reporting.
- Desirable to have a community and youth work certificate, or similar relevant qualification.