

# 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 Services Advisor

Who's in my team?	
Team	People Services
Line Manager	People Partner
My direct reports	N/A
Updated	December 2024

What's my role?
<ul style="list-style-type: none"><li>• To support the delivery of the people service in line with the Corporate Strategy and people plan.</li><li>• To work collaboratively with the business, providing guidance and support in relation to people services projects.</li></ul>

What am I accountable for?
<ul style="list-style-type: none"><li>• Support the People Partners with a range of casework by attending formal meetings, taking minutes, supporting with low level absence management and using people metrics to inform decision making.</li><li>• With direction from the relevant People Partner - support managers to manage organisational change to include:<ul style="list-style-type: none"><li>○ TUPE handling</li><li>○ Organisational / team re-structures</li><li>○ Mergers with other organisations</li><li>○ Contractual changes</li></ul></li><li>• Provide advice and guidance in relation to performance management, as and when directed by the relevant People Partner and support Moat's related People processes including the appraisal process and the annual pay review process.</li><li>• Co-ordinate family leave and flexible working requests; providing advice, guidance and administration support for all such requests.</li><li>• Assist in the development, delivery and documentation of people policies, procedures, practices and correspondence that complement the organisation's values and which adhere to best practice and employment legislation.</li><li>• To work with colleagues on people related projects to develop and embed an inclusive and values-based culture, supporting all of our people to deliver an excellent customer experience. Working innovatively; researching and benchmarking best practice through to the implementation of creative colleague and customer led processes and frameworks.</li><li>• To assist with the design and delivery of a range of management and development programmes, e.g. appraisal training, grievance handling, building employee engagement.</li><li>• To support and contribute to network groups across the business.<ul style="list-style-type: none"><li>• To carry out all duties in accordance with Moat's:<ul style="list-style-type: none"><li>○ Equal opportunities policy</li><li>○ Health and safety policy</li><li>○ Policy on confidential reporting (whistleblowing)</li></ul></li></ul></li></ul>

- 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 MS Office skills
- Up to date knowledge of employment legislation
- Excellent written and verbal communication skills
- Experience of creating a high standard of people policies, procedures and guidance notes
- Methodical with a keen eye for detail
- Experience using an HR database

### Proficient Requirements:

- Level 5 Coaching qualification
- Proven experience successfully managing change
- Experience of facilitating people related training