

# 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.

# Building Safety Coordinator

| Who's in my team? |                                     |
|-------------------|-------------------------------------|
| Team              | Property Services                   |
| Line Manager      | Building Safety Information Manager |
| My Direct Reports | N/A                                 |
| Updated           | June 2025                           |

## What's my role?

To assist the Building Safety Information Manager in providing knowledge and advice across the organisation on the relevant risk areas and service contracts. To help deliver risk-based programmes relating to specified risk areas and service contracts and working with independent consultants to ensure that statutory compliance is maintained across all assets.

To maintain and improve the accuracy and quality of the information held on the department's property management database and other related software systems. Specific attention to High Rise Buildings, either managed by Moat or where there is a Managing Agent in place to ensure compliance against the Building Safety Act 2022.

## What am I accountable for?

- Supporting the Building Safety Information Manager to inform our understanding of building safety compliance. This includes both the homes that Moat owns and/or manages and those in which the statutory duties are carried out by a third party.
- Seek assurance from Managing Agents/Principal Accountable Persons/Responsible Persons in the blocks that Moat do not own or manage that they are discharging their legal responsibilities to keep our customers safe.
- Support with the building safety management of Moat's Higher Risk Buildings, including the document retention and evidence gathering to support Moat's Building Safety Cases.
- Be the lead point of contact on queries, concerns or complaints from our customers in Higher Risk Buildings and provide professional and accurate responses.
- Support with the production of regular reports and updates on Moat's compliance position, including a series of data reviews and quarterly reconciliations.
- Liaise with contractors, consultants and residents to ensure that properties are well maintained and achieve statutory compliance.
- Report on works progress, performance of contractors/operatives on site and the delivery of servicing regimes and programmes
- Record, maintain, and update information databases with accurate records on all areas of work, adhering to latest legislation such as GDPR.

- Liaise with the Development and S&M teams to ensure that handover information for new schemes and mortgage rescue properties is received in the correct manner. Interpret the information, deliver appropriate actions and load the relevant data into the asset management database.
- Assist in developing strategies, policies, procedures and processes for the Building Safety team.
- Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.
- 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) policies

## What do I need?

### Entry Requirements:

- A good standard of education, with good literacy and numeracy.
- Able to use database systems and project management software, with practical experience of extracting data and generating reports.
- A basic knowledge of construction technology and contract administration.
- An awareness of planned property maintenance issues.
- A general awareness of regulations relating to asbestos, health and safety (CDM), section 20 requirements, and gas/electrical service contracts.
- Able to use MS Office suite.
- Ability to extract numerical and graphical information from the internet.
- Desirable to have an awareness of key property issues in social housing.

### Proficient Requirements:

- Awareness of land ownership issues, including land registry leasehold obligations and licences.
- Intermediate use of MS Excel.