

# 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.

# Executive Support Coordinator

Who is in my team?	
Team	Executive Office
Line Manager	Executive Director
My direct reports	None

**What's my role?**

As the Executive Support Coordinator, you will be at the heart of the Executive Office, providing proactive support to the Executive team. Your primary responsibility will be to manage the daily operations of the Executive team calendars, meetings, and travel with exceptional attention to detail. This role requires initiative, autonomy, and a proactive approach to ensure everything runs smoothly without constant supervision. You will be empowered to anticipate the needs of the Executive team, take ownership of tasks, and resolve issues efficiently and independently.

- What am I accountable for?**
- **Diary Management:** Own and manage the Executive Director's calendars, ensuring all appointments, meetings, and travel arrangements are organised, prioritised, and executed smoothly. Proactively identify and address any scheduling conflicts, adjusting priorities as necessary.
  - **Initiative & Proactiveness:** Actively anticipate the needs of the Executive Team, offering solutions before problems arise. Stay ahead of deadlines, ensure smooth execution of the Executive Team plans, and take ownership of tasks without needing direction.
  - **Coordination of Travel & Accommodation:** Arrange and coordinate all aspects of travel, including accommodation.
  - **Handling Enquiries:** Be the first point of contact for the Executive Team, professionally handling enquiries, determining the appropriate course of action. Display sound judgment in flagging urgent or sensitive matters to the relevant parties.
  - **Meeting Organisation & Preparation:** Take full responsibility for organising meetings, including preparing agendas, distributing relevant materials, and coordinating logistics. Attend meetings, take minutes, and ensure timely follow-up of action points.
  - **Communication Management:** Handle incoming communications on behalf of the Executive Team, ensuring that emails, calls, and correspondence are dealt with promptly and professionally. Draft correspondence as necessary, ensuring accuracy and professionalism.
  - **Demonstrate initiative by managing your workload independently,** prioritising tasks effectively, and ensuring everything is completed on time. Use your judgment to identify and take on tasks beyond the day-to-day expectations, ensuring seamless support for the Executive Team.
  - **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

- Absolute discretion when dealing with highly confidential and sensitive information
- An excellent standard of education with a high level of proficiency in written English
- Articulate and professional in verbal communication
- Excellent time management
- Previous experience producing accurate high-level minutes
- Advanced use of MS Office suite, particularly MS Word.
- Proficient in office administration – organising systems, records and files.
- Understanding of social housing
- Awareness of Data Protection Act

### Proficient Requirements

- Qualification in business administration