

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.

Allocations Assistant

Who's in my team?	
Team	Allocations Team
Line Manager	Allocations Team Leader
My direct reports	N/A
Updated	December 2024

What's my role?

To work as part of a team to deliver a smooth and efficient customer experience for new and existing customers moving in and out of our homes. To provide guidance and updates to customers, and keep records and systems updated with accurate information. To collaborate with colleagues and partners to achieve targets, deliver customer satisfaction and minimise financial loss.

- What am I accountable for?**
- Support Allocations Officers and wider team with lettings tasks and processes, to achieve great customer experience, meet performance targets and to enable a smooth key to key process.
 - Act as a first point of contact for internal and external customers, providing a responsive and helpful lettings service, giving guidance and advice, and sign posting where appropriate.
 - Monitor and manage the Allocations team inbox, including responding to and actioning enquiries within timescales, and maximising the use of CRM to ensure accurate record keeping.
 - Manage, update and organise team files and information, including digital folders, databases (such as Local Authority Nomination Agreements and partner contact information), and team dashboards.
 - Coordinate the end of tenancy and key return processes, ensuring customers are kept updated throughout the process, void dates are accurate and required actions are taken promptly to minimise time between the tenancy ending and void works being raised.
 - Create, update, and manage customer records, ensuring accurate information and documents are held and transferred within the appropriate housing management systems as required, and in line with data protection policy and regulation.
 - Support Allocations Officers with the application process for new and internal customers, including sending out application forms and keeping customers updated on their application progress.

- When required, assist with the collection of assessment information for new and current customers moving home, and support with advertising homes for letting.
- Support Allocations Officers to create lettings related documentation, including tenancy agreements and sign-up/welcome packs, ensuring legal documents, and rent related information is accurate.
- Support the coordination of sign-up / welcome visits as required.
- Input CORE data promptly post-let, ensuring all information disclosed is recorded accurately and as required.
- Assist with related tenancy and void processes, including customer change of circumstances, council tax and utility management, and customer temporary and urgent moves (not an exhaustive list).
- Work collaboratively with colleagues and external partners to support the prompt turnaround of empty homes and handover of new build developments.
- Keep accurate and up to date records, ensuring compliance with data protection policies and regulations.
- Champion equality and diversity, and consider customer needs when interacting and delivering services, being alert to potential adjustments to support each individual customer journey. For example, sending application forms in alternative formats as required.
- Take ownership of own personal and professional development, ensuring all mandatory training is completed as required.
- To undertake other duties as may be reasonably required, in line with the level of responsibilities of the post, to meet the changing needs of the service.
- 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.

To carry out your 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) policy

What do I need?

Entry Requirements:

- A good standard of education with good written and verbal English and maths.
- Able to use MS Office suite, particularly MS Word and Excel.
- Experience of office administration – managing and organising systems, records, and digital files, with good skills in time management and prioritisation of work.
- An understanding of delivering great customer service.
- An appreciation of lettings processes, ideally in a social housing environment.
- An ability to work outside of normal working hours on occasion, to meet the requirements of the business.
- Use of a car as this post requires occasional travel.

Proficient Requirements:

- Advanced use of MS Office suite, particularly MS Word and Excel.
- An understanding of the social housing sector.
- An understanding of verification of applicants and their housing needs