

We're looking for a

Customer Communication Officer

to join our team ...



Hello there!

Who we're looking for

What you'll be doing and
what you'll need to apply

What you'll get in return

Who we are

Apply



Hello there!

Great customer communication is about so much more than sharing information. It's about helping customers feel informed, respected and supported every time they hear from us.

That's exactly what my team is here to do. We take important updates and turn them into clear, straightforward messages that customers can trust. We help customers understand what's happening and why. And we make sure everything we say reflects who we are as an organisation: open, honest and genuinely committed to doing the right thing.

It's a brilliant time to join Moat. We've launched a new corporate strategy and a fresh new website, introduced our Moat Offer, and soon we'll be launching a new repairs service. At the same time, we're growing our Communications Team so we can do even more to support customers and colleagues.

That's why I'm looking for two new Customer Communications Officers to join us.

In this role, you'll be right at the heart of the work that shapes how thousands of customers experience Moat. You'll be a storyteller, someone who can spot the moments that show what Moat stands for and bring them to life in a way customers connect with.

Most importantly, you'll be joining a team that genuinely cares about doing great work. We're collaborative, curious and always looking for ways to improve. If you lead with empathy, write with clarity and enjoy working in a fast moving environment, you'll feel at home here.



If you're reading this and thinking, that sounds like me, keep going I'd love to hear from you.

Ruth Edkins
Customer Communications Manager.



Not to brag but we've been one of The Sunday Times' Best Places to Work three years in a row!

We've said we're growing our comms team and we really are.

My colleague Sam is also recruiting for an Internal Communications Officer, and it might be exactly what you're looking for. If you're curious, take a moment to explore the role and see whether it's the right fit for you.

You'll turn information into customer connection.

I'm looking for someone who can turn complex information into clear, engaging communication that helps people feel informed, respected and supported.

You'll bring creativity, empathy and a sharp eye for what makes a message work, whether you're shaping content, spotting stories or helping colleagues communicate with confidence. This is a fast-moving environment, so you'll need to be organised, proactive and ready to get stuck in.

You'll join a collaborative, ambitious Communications and Design Team that cares about raising the bar, making a difference for customers and living Moat's values every day.

I'm excited to hear from you if:

- ♥ you write with clarity, empathy and purpose, always putting the customer first
- ♥ you can translate complex or technical information into simple, accessible language
- ♥ you're organised, proactive and able to juggle multiple tasks without losing focus
- ♥ you spot stories everywhere and know how to turn everyday activity into engaging content
- ♥ you build strong relationships and work collaboratively across teams

If you're reading this and thinking, "this is me!", keep scrolling. The job description, benefits, and how to apply are coming up.

What you'll be doing:

- Drafting, editing and distributing content across multiple channels
- Helping coordinate messaging and scheduling through the customer communications calendar
- Creating clear, concise, jargon-free copy that customers can easily understand
- Shaping conversations and creating engaging social media content
- Identifying and developing customer stories and content opportunities
- Working with the Customer Engagement Team to align messaging
- Supporting colleagues with practical communication advice
- Ensuring consistency of tone, style and standards across all customer facing content
- Monitoring performance through feedback, analytics and reporting
- Helping identify opportunities to improve clarity, reach and impact.

What you'll need to apply:

- Strong copywriting skills with the ability to write clearly, simply and with impact
- A good eye for a story and the ability to develop engaging content
- Excellent organisational and project management skills
- High levels of initiative, creativity and self-motivation
- Emotional intelligence and empathy when communicating with customers
- A collaborative mindset and the ability to build strong internal relationships.

What you'll get in return:

- The full salary range for this role is £32,901 to £41,126. Starting salary will be offered in this range dependent on experience
- Generous annual leave entitlement, half day off for your birthday and flexibility to buy and sell more annual leave*
- Pension scheme and life assurance
- An employee assistance programme that provides a free, confidential counselling and advice line
- Training and development opportunities
- The IT kit you need to do your job effectively both in the office and at home.

*These are subject to terms and conditions of your contract



After your initial induction you'll be based at our Dartford head office at least two days a week, with the flexibility to work from home on the other days. Your schedule will adapt to project need, whether it's a 1:1 with a team member or an in-person creative meeting, you'll come into the office to get what you need to do the job well.

We're a bit biased but our Comms Team is supportive, collaborative and hardworking with a great sense of humour too. We keep connected with regular team meetings, office lunches and a lively group chat (we love a GIF), and we take real pride in the quality of the work we deliver.



So, who are Moat?

For more than sixty years, we've been driven by one simple purpose: giving people a safe, affordable place to call home — and creating communities where wellbeing, opportunity and pride can flourish.

Today, we're a sector-leading housing association with over 23,000 homes across Kent, Essex, Sussex and London. From families putting down roots to individuals taking their first step into independence, we're here for people in housing need, offering secure rented homes and shared ownership options that open doors and transform futures.



What hasn't changed over the decades is our commitment to social impact. We're passionate about delivering homes that make a real and lasting difference — places where customers feel supported, communities thrive, and colleagues know their work matters.

If you want to be part of an organisation that puts purpose at the heart of everything, you'll feel right at home with us.

How we work

Our values shape everything we do. They're the foundation of how we show up for our customers, our communities and each other. They guide our decisions, our behaviours and the standards we hold ourselves to as housing professionals.

Our behaviour framework brings these values to life — setting clear expectations for how we work, collaborate and deliver on our purpose every day.

Our core values are:

Better together

We set high standards, work together and welcome every opportunity to learn.

Be the change

We're flexible and adaptable to change, sharing ideas and focusing on new solutions.

Lead by example

We work hard for our customers and take pride in making a difference in their lives.

Own it

We take personal responsibility for making things happen and seeing things through.

Ready to bring something to our team?

If you read this far and you're still excited by the role and want to work with us, it's time to apply!

Fill out your application form on the careers section of our website, upload your CV and three examples of your written work.

- Application deadline
Sunday 26 July 2026
- In-person interviews
Tuesday 4 August 2026
Wednesday 5 August 2026
Thursday 6 August 2026

