

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.

Post Sales Services Support Officer

Who's in my team?

Team	Programme and Post Sales Services
Line Manager	Senior Post Sales Approvals Officer
My direct reports	N/A

What's my role?

Reporting to the Senior Post Sales Approvals Officer, this role supports the Post Sales Service team by proactively managing and monitoring the progression of all sales and transactions to ensure timely completions. The role takes the lead in monthly meetings with solicitors to support progression of each transaction, by doing so will improve the customer journey and reduce completion turnaround times.

Through effective coordination and communication, the role contributes towards the team's performance against key targets.

The role also maintains high-quality administration by delivering a seamless customer journey.

What am I accountable for?

- Support the Post Sales and Post Sales Approvals teams by actively chasing, monitoring and progressing each transaction.
- Maintain regular contact with customers and stakeholders to identify and resolve any delays or obstacles.
- Maintain accurate customer records and manage data precisely within CRM, including milestone notes and timelines. Ensure spreadsheets are kept up to date with key information.
- Provide outstanding customer service to all customers and stakeholders.
- Build and proactively manage relationships with key teams and departments across Moat, as well as solicitors, mortgage advisors, surveyors and third parties, to ensure information is provided accurately and sales and revenue targets are achieved.
- Lead on product incentives and campaigns.
- Support the Post Sales Approvals team with day-to-day duties and assisting the officers with key tasks as required by the Senior Post Sales Approvals Manager.
- Support the Post Sales team by ensuring the case review tasks are being followed up to progress sales and transactions quicker.
- Review historic resale cases with a view to removing those with non-responsive sellers

	• Assist with the monitoring of CRM dashboards and inboxes for both teams and deal with general enquiries from customers and applicants. • Ensure CRM and SharePoint records are kept up to date, and that buyer records are maintained through effective and consistent data and document management. • Work in line with General Data Protection Regulations (GDPR) and ensure all team activity remains compliant. • Represent Moat by maintaining a consistent, professional and positive image with key stakeholders. • Carry out any other duties commensurate with the post, as directed by the Senior Post Sales Approvals Officer and/or Post Sales Manager.	
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What do I need?

Entry Requirements :

- A good standard of education, with good written English and maths.
- Proficient in the use of MS Office suite and in the use of customer contact database systems and records.
- An awareness of the processes for marketing and selling homes including an understanding of the conveyancing process.
- An appreciation of the principles of leasehold management.
- Highly organised, solution-focused problem-solving skills, able to work under pressure in a dynamic sales environment and manage high volume of projects and deadlines.
- Ability to work with minimal supervision and to deliver quickly.

Proficient Requirements :

- A good knowledge of the social housing sector and shared ownership.
- Strong negotiating skills and the ability to deal with conflict resolution.
- An understanding of the principles of leasehold management.
- Demonstrable experience of achieving and exceeding targets and achieving KPI's.
- Experience of managing relationships with third parties including agents, solicitors and Mortgage Advisors