

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.

Domestic Abuse Specialist

Who is in my team?	
Team	Neighbourhood Services
Line Manager	Tenancy Specialist Manager
My direct reports	Tenancy Specialist Officer (DA Specialism) x1
Updated	May 2026

What's my role?
To lead on Moat's work to support customers and colleagues affected by domestic abuse including retaining our Domestic Abuse Housing Alliance (DAHA) accreditation, as well as line managing the Tenancy Specialist Officer specialising in Domestic Abuse.
What am I accountable for?
Working closely with the Tenancy Specialist Manager and other colleagues to: <ul style="list-style-type: none">• Line management responsibilities for our Tenancy Specialist Officer who specialises in DA.• Act as Moat's main point of contact to retain DAHA accreditation, liaising with DAHA regional lead and any other local specialist partners and multi-agency forums.• Provide specialist DA advice to colleagues across Moat on a case-by-case basis.• Deputise for the Tenancy Specialist Manager as required, attending meetings and providing guidance and support to the Tenancy Specialist Officers.• Contribute to the development, review and improvement of strategies, policies, procedures, processes and systems in relation to DA.• Advocate for customers and colleagues affected by DA to help them access advice and support that is victim/survivor led.• Advocate for people from minoritised communities who may face additional barriers to accessing support and ensure that Moat is working to remove barriers.• Identifying relevant DA training opportunities, including facilitating in-house sessions across the business.• Work with the Communications Team to ensure appropriate information and advice is available to customers and colleagues.• 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. <ul style="list-style-type: none">• Carrying out my work in line with our:<ul style="list-style-type: none">○ 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• 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 any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.

What do I need?

Entry Requirements:

- Experience of working collaboratively to support people affected by Domestic Abuse.
- Strong knowledge of:
 - The dynamics and impact of DA on survivors and families
 - Housing-related challenges and relevant legal/regulatory frameworks
 - Barriers faced by minoritised communities and intersectional needs
 - Safe approaches to holding perpetrators to account while prioritising survivor safety
- Experience in a supervisory role within DA, ASB, or Community Safety services.
- Commitment to a victim/survivor led approach.
- Knowledge of civil and criminal justice remedies relating to DA.
- Skilled in providing advice, advocacy, and guidance to customers on DA and housing-related issues.
- Ability to assess risk and need using recognised tools and advocate effectively to reduce harm.
- Ability to lead on the delivery of training and identify learning & development opportunities for colleagues across the business.
- Strong written and verbal communication skills for varied audiences, including reports and customer communications.
- Ability to build and maintain effective external partnerships and networks.

Proficient Requirements:

- Experience and understanding of ASB & Community Safety.
- An established strong external network to help ensure that Moat leads by example in terms of addressing DA.
- Ability to provide best practise and leadership regarding DA across the organisation and wider sector.