

# 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.

# Quality Homes and Asset Coordinator

Who's in my team?	
Team	Strategic Asset Management
Business Area	Property
Line Manager	Senior Quality Homes and Asset Coordinator

**What's my role?**

The Quality Homes and Asset Coordinator helps to ensure homes are safe and decent by coordinating surveys and managing asset-related work.

The role is central to the smooth running of our damp & mould management, Home Improvement Survey programme, HHSRS cases, complex works, planned investment surveys and other asset related projects and business administrative support.

The coordinator acts as a vital link between customers, surveyors, contractors and internal colleagues- ensuring excellent customer communication, accurate scheduling and timely case progression.

- What am I accountable for?**
- Damp and mould case management**
- Coordinate and manage survey appointments for damp and mould cases.
  - Support damp and mould case management from start to completion, including welfare calls after cases close.
- Home Improvement Surveys**
- Book appointments for Home Improvement Surveyors to support the delivery of our survey programme.
- HHSRS**
- Manage HHSRS cases, tracking repairs to completion and keeping the Asset Management System updated.
- Complex repairs and planned works**
- Arrange surveyor's appointments for all asset management cases - including complex repairs, completed works inspections, housing adaptations requests as well as home improvement requests.
- Business administrative support**
- Provide high-quality customer service, including appointment confirmations, updates and post-visit calls and inspections.
  - Maintain accurate records and system updates to support performance reporting and case management.
  - Escalate risks, delays or safeguarding concerns promptly and appropriately.
  - Support decant process when needed.
  - Work collaboratively with colleagues across Property, Customer Services and Customer Liaison Officers.
  - General administration support across the asset team, including, support with our Section 20 process.

- 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.

**Project work**

- Assist with service improvement projects and pilots.

**What do I need?**

**Entry Requirements:**

- Strong organisational and time-management skills.
- Excellent written and verbal communication skills.
- Customer-focused mindset with empathy and professionalism.
- Confidence using IT systems and maintaining records accurately.
- Proactive and solutions-focused attitude.

**Proficient Requirements:**

- Experience in customer service, planning, scheduling, or housing services.
- Ability to manage sensitive or complex cases professionally.
- Awareness of HHSRS, damp & mould, or housing health & safety (desirable).
- Strong collaboration skills and ability to liaise effectively across teams.
- Ability to identify and escalate potential risks.