

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.

Moat Foundation Support Officer

Who's in my team?	
Team	Moat Foundation
Line Manager	Senior Moat Foundation Officer
My direct reports	N/A
Updated	March 2026

What's my role?
<p>You are responsible for the operations and delivery of defined projects and the support of Moat Foundation Officers and Senior Hub Officers in the delivery of direct customer activities within defined regional areas. The role enables Moat Foundation to develop strong partnerships, evidence and resources.</p> <ul style="list-style-type: none">• You will provide effective and efficient project management that delivers relevant and sustainable community investment and social value projects that open doors to better lives for our customers and communities.• You will work collaboratively with the Moat Foundation Team to describe the impact of work across our regions, coordinating evidence within your specialist area of work (community investment or social value) necessary for developing sustainable customer-led projects that align to the Moat Foundation Delivery Plan.• You will work with our supply chain, partners, housing associations, funders and Moat colleagues to increase the resources available to customers and to increase the impact of Moat Foundation's offer to its customers.• You will use communication tools that raise the profile of Moat Foundation and increases customer engagement in and benefit from our work.

What am I accountable for?
<ul style="list-style-type: none">• To work collaboratively with the Moat Foundation and wider Moat teams to develop our community investment and social value workstreams:<ul style="list-style-type: none">○ Community Investment:<ul style="list-style-type: none">▪ to collect, collate and present accurate relevant data that provides evidence of need and insight to local Hub teams.▪ To support the development of a new evidence toolkit that provides insight into wellbeing, return-on-investment and customer engagement that can be used to improve our service.▪ To support the development of effective stakeholder relationships, including with other housing associations, industry professionals, funders and project partners to increase the teams awareness of new opportunities.

- To lead on collating and presenting stakeholder reports that present the impact of the Moat Foundation Delivery Plan.
 - To support with collating and presenting internal and external communication.
 - To support the development of our community volunteer programme.
- Social Value
 - To administrate the social value workstream within new procurements, improving the customer benefit received from supply chain social value commitments.
 - To provide administration and management support to supply chain contract management meetings and increase the customer benefit of supply chain social value.
 - To administrate our supply chain social value forum, building positive stakeholder relationships at all levels, creating benefit through strategic alliance and innovative collaborations.
 - To lead on social value reporting, collating relevant data and evidence that focuses on customer-benefit and using communication tools to promote the impact of our work.
 - To support the development of effective stakeholder relationships, including with other housing associations, industry professionals, funders and project partners to increase the teams awareness of new opportunities.
- To provide insight, research and relevant information that will increase our understanding of our customers and communities and increase the impact of our Delivery Plan.
- To have a local, practical knowledge of our Hubs and regions, being able to support direct deliver where necessary or appropriate.
- To support local teams to collect accurate data, photos, case studies and success stories that evidence the impact and future development of the local Hub offer.
- 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.
- Carrying out my 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) polices

What do I need?

Entry Requirements:

- Excellent communication and administrative skills with an understanding of Community Investment, Social Value and/or Housing
- Ability to set a standard of excellence, inspiring co-workers, community volunteers and partners as we deliver and develop a high-impact offer.
- Ability to communicate effectively to a range of audiences orally, in written form, and in-person as a Moat Foundation representative, and to manage external stakeholder relationships effectively.
- A good standard of numeracy and literacy, including computer literacy with aptitude to learn and use MS Office, particularly Outlook, Word and Excel with the ability to use data to inform clear, concise written reports.
- Able to work on own initiative and in a team context, including with community volunteers, being innovative and able to personalise your approach to target specific issues in the community where we work.
- Understanding and experience in front-line customer services & activities, stakeholder relationships, data collection and reporting.
- Have access to your own car with appropriate business use insurance.
- Be able to undertake work outside of normal office hours to meet the needs of the business, including evenings and weekends and in the community.

Ideally to

- Have an understanding of legislation and policy relating to resident involvement issues, supported by practical experience, especially confidentiality, privacy and safeguarding.
- Have a broad awareness of issues likely to affect Moat's residents.

Proficient Requirements

- Desirable to have a community and youth work certificate, or similar relevant qualification or experience.
- An understanding of working in a large organisation.
- A sound knowledge of tenant participation options, activities and community development practice.
- An understanding of recording data and using data for informing practice.