

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.

Neighbourhood Services Manager (Supported & Retirement Living)

Who's in my team?

Team	Supported & Retirement Living
Line Manager	Neighbourhood Operations Manager – S&RL
My direct reports	N/A
Updated	December 2024

What's my role?

To manage a portfolio of Supported and Retirement Living and temporary accommodation properties.

What am I accountable for?

- To carry out regular estate inspections and monitoring of neighbourhood service contracts with customers, including cleaning and gardening. Implement corrective actions and devise (and agree) plans for improvement to service provision where necessary.
- To handle leasehold and tenancy related enquiries in accordance with contractual requirements and service standards, taking in account the more intensive level of support required by the vulnerability of the customer base.
- To ensure that managing agents comply with their contractual obligations, monitor the quality of works undertaken and seek to ensure value for money.
- Take ownership of ASB and other tenancy breaches, taking enforcement action as necessary including court attendance
- To manage the void process for all properties; carrying out pre-void inspections and accompanied viewings. Attend referral meetings and work with support providers to ensure appropriate lettings are made. To sign-up new customers ensuring void turnaround times are minimised.
- Ensure new customers understand both their own, and Moat's, responsibilities and requirements under their tenancy arrangements.
- To fulfil our safeguarding obligations in accordance with The Care Act 2014, ensuring that vulnerable residents are signposted to key agencies. Provide appropriate support in our capacity as landlord.
- To ensure all schemes are compliant with our health and safety obligations, following Moat's health and safety procedures. Conduct regular health and safety inspections, ensuring that customers have a PEEP in place if necessary.
- To manage the rent accounts of each tenant ensuring that rent and service charges are collected. To enforce Moat's arrears recovery policy and procedure including proactive discussions with residents, pre-court visits and court/eviction attendance.
- To ensure that all of our schemes are attractive and welcoming for our supported and retirement customers, and to partner with the Moat Foundation Team to

understand the needs and deliver innovative projects for our ageing retirement communities.

- To respond to service related complaints and queries from customers.
- All colleagues are responsible for identifying, assessing, and mitigating operational risks within their business areas. Risks that are considered to be increasing or emerging should be raised with the person responsible for the business area.
- Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.
- 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.
- 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.
- 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) policies

What do I need?

Entry Requirements:

- A good standard of education, with excellent verbal and written skills.
- Demonstrable experience of housing management contracts, tenancy and lease agreements.
- A good understanding of Landlord and Tenant legislation and procedure.
- A good understanding of welfare benefits, particularly Housing Benefits.
- An excellent understanding of occasions that require liaison with Social Services (e.g. child protection, domestic violence).
- Access to suitable transport and a full UK driving licence.
- An ability to undertake work outside of normal office hours to meet the needs of the business.

Proficient Requirements:

- A relevant level 3 housing qualification or willingness to work towards.
- Highly developed digital competency skills.
- A sound knowledge of Landlord and Tenant legislation and best practice, supported by practical experience.
- A knowledge of effective strategies available in the management of ASB, supported by practical experience.
- A sound knowledge of resident involvement strategies and techniques, supported by practical application.
- An awareness of end-of-development processes and defect rectification processes and procedures.
- A sound knowledge of Housing Benefits.

- A good understanding of building maintenance and repair.