

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.

Empty Homes Assistant

Who's in my team?

Team	Empty Homes Team
Line Manager	Empty Homes Manager
My direct reports	N/A
Updated	December 2024

What's my role?

Assist the Empty Homes team to update systems, maintain records and prepare information for colleagues in the Allocations Team. Provide cover for Empty Homes Coordinators as required.

What am I accountable for?

- To provide administrative support for the Empty Homes team with any tasks relating to empty homes, ensuring set targets are met and that work is undertaken in accordance with Moat's policies and procedures.
- Support the empty homes team to collate information from contractors relating to void works and Health and Safety compliance, and ensure this is updated on systems/cases, e.g. on CRM.
- Keep records and files updated, including IT systems such as CRM and relevant databases, to ensure void related information is accessible and accurate and to support reporting and performance management of the Voids contractor.
- Raise / support the raising of void works promptly, minimising financial loss.
- Support the post inspection process, ensuring reports are shared with appropriate contractors promptly, works are monitored to completion and sufficient evidence is received and stored appropriately.
- Support the ready to let confirmation process, ensuring void packs contain relevant compliance certification.
- Raise /support the raising of recalls, snagging and additional works, ensuring clear details are given and accurate coding used.
- Support the Lettings team with post-sign-up issues relating to the quality of void works or further works identified at move-in.
- Champion equality and diversity, and consider customer needs when interacting and delivering services, being mindful of potential adjustments to support each individual customer journey.
- Keep accurate and up to date records, ensuring compliance with data protection policies and regulations.
- Take ownership of own personal and professional development, ensuring all mandatory training is completed as required.
- To undertake other duties as may be reasonably required, in line with the level of responsibilities of the post, to meet the changing needs of the service.
- 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 your 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) policy

What do I need?

Entry Requirements:

- A good standard of education with good written and verbal English and maths.
- Able to use MS Office suite, particularly MS Word and Excel.
- Experience of office administration – managing and organising systems, records, and digital files, with good skills in time management and prioritisation of work.
- An awareness of void processes, preferably in social housing or similar fields.

Proficient Requirements:

- Advanced use of MS Office suite, particularly MS Word and Excel.
- Some understanding of the social housing sector.