

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.

People & Organisational Development Advisor

Who's in my team?

Team	People Services
Line Manager	People Partner
My direct reports	N/A
Updated	February 2026

What's my role?

- To work collaboratively with the business, providing guidance and support in relation to People Services policies, processes and projects.
- To assist, support and co-ordinate activities relating to Organisational Development and Learning and Development.

What am I accountable for?

- Leading and advising on employee relations cases including grievances, disciplinaries, organisational change, absence management, performance management and probation review meetings.
- Minute taking for any key meetings to support the People Partners and Head of People Services.
- Analysing people metric data to inform decisions, including absence management, exit interviews and colleague engagement surveys.
- Co-ordinate family leave and flexible working requests; providing advice, guidance and administration support for all requests.
- Contribute to the design, delivery and evaluation of a range of professional training programmes that meet the needs of the business and our values.
- Assist with the design and implementation of the annual training plan – to create a skilled and knowledgeable workforce.
- Assist in the development, delivery and documentation of people policies, procedures, practices and correspondence that complement our values and which adhere to best practice and employment legislation.
- Conduct research into suitable course topics and training providers, including meeting with potential new training providers to scope out our requirements, evaluating their suitability and managing the relationship with them moving forwards.
- Support the Organisational Development Partner with the management of the training budget to ensure value for money.
- Work with colleagues on people related projects to develop and embed an inclusive and values-based culture, supporting all of our people to deliver an excellent customer experience. Working innovatively; researching and benchmarking best practice through to the implementation of creative colleague and customer led processes and frameworks.

- Assist with the design and delivery of a range of management and development programmes, such as appraisal training, absence management and building colleague engagement.
- Support and contribute to colleague network groups across the business.
- Maintain the eLearning system. This will include running compliance reports, designing and amending courses and updating colleague details.
- To carry out all duties in accordance with Moat's:
 - a. Equal opportunities policy
 - b. Health and safety policy
 - c. Policy on confidential reporting (whistleblowing)
- 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:
 - a. Professional standards, reflecting our values and behaviour framework
 - b. Policies, procedures, and code of conduct
 - c. Commitment to equality, diversity, and inclusion
 - d. Health and safety responsibilities
 - e. Confidential reporting (whistleblowing) polices

What do I need?

Entry Requirements:

- Level 5 CIPD qualification or equivalent qualification
- Good MS Office skills
- Up to date knowledge of employment legislation
- Experience of designing, implementing and delivering a range of training programmes
- Excellent written and verbal communication skills
- Experience of creating a high standard of people policies, procedures and guidance notes
- Methodical with a keen eye for detail
- Experience using a HR database

Proficient Requirements:

- Level 5 Coaching qualification
- Proven experience successfully managing change
- Experience of facilitating people related training