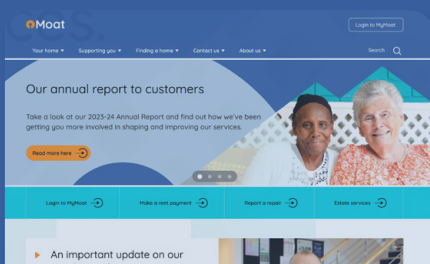


We're looking for a

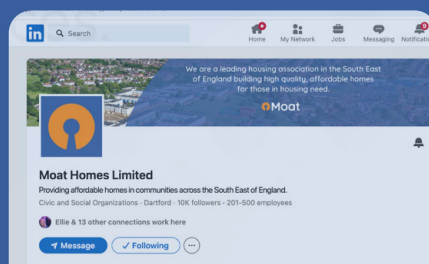
Head of Neighbourhood Services

(Kent and Essex)

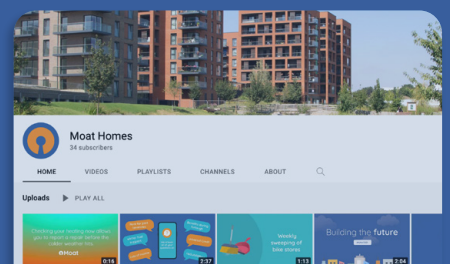
Join our team!



Browse our
website



Scroll through
our LinkedIn



Have a watch
of YouTube



Hello!

It's an exciting time to join Moat. We're continually improving ways of working and acting on our customers feedback.

We're a strong social landlord that cares. We're good at what we do and always want to do better, putting the customer experience at the centre of everything we do. We want to be a customer pioneer.

Our Head of Neighbourhood Services is a key role within our Customer Experience Directorate. They're responsible for delivering an excellent customer experience throughout our regional landlord services including tenancy, estate and leasehold management.

Our new Head of Neighbourhood Services will be an ambassador for Moat externally and for our Directorate internally and will provide strong leadership to the operational team. You'll be collaborative, engaging and instil a vibrant culture of positive behaviours, exceptional performance, curiosity, innovation, creativity and integrity.

You'll have a strong level of housing expertise and professionalism, backed up by a track record of delivering high quality, responsive, compliant and customer focused services. You'll possess the determination, energy and drive to continually improve the ways that we work, acting on what our customers are saying.

You'll have strategic vision and be in your element forging collaborative relationships with customers, managing agents, local authority partners and key stakeholders including MP and senior council officer engagement. You'll have a good grasp of tenancy and leasehold issues to lead a team of housing specialists based across the Kent and Essex regions.

You'll work closely with me and your peers across the business to build a holistic approach to customers, their homes and our communities, delivering a great service and customer experience.



If this sounds like you, then
I'd love to hear from you!

Colin Kavanagh

Colin Kavanagh
Director of Neighbourhood Services

If you are interested in applying, please head over to moat.co.uk/careers to submit an online application form by 11pm on 5 November 2025. Interviews will take place in-person at our Dartford office on 18 November 2025.

About us.

We're a housing association owning and managing over 22,000 homes across Kent, Essex, Sussex and London with a development pipeline of 1,350 new affordable homes over the next three years.

We're incredibly proud to be:

- An experienced and compassionate landlord in our communities
- Dedicated to building strong relationships with the local authorities in the areas we work in
- One of the Homes England delivery partners
- Financially strong, allowing us to deliver excellent services to our customers and build new homes
- An expert in providing shared ownership
- An employer of 450+ members of expert and passionate staff.

What we do

For nearly 60 years we've sought to help people in housing need to have somewhere they can call home and be proud of.

Our vision

Our vision is to become a customer pioneer. We're dedicated to being a supportive and reliable landlord; providing fantastic services to our customers, investing in the communities we work in and continuing to build new homes to help combat the housing crisis.

Valuing equality and diversity

We value diversity and are committed to promoting equality; tackling all forms of discrimination through our role both as a landlord, service provider and as an employer. We do not discriminate against age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, religion or belief, race (ethnicity, colour and national origin), sex and sexual orientation.

How are we governed?

The Board has adopted the UK Corporate Governance Code which sets standards of good practice in relation to board leadership, effectiveness, remuneration and accountability. The majority of our Board members are independent non-executives. We're regulated by the Regulator of Social Housing and the government department currently responsible for overseeing the social housing sector is the Department for Levelling Up, Housing and Communities (DLUHC).

Our purpose is to:

Open doors to better lives



Our vision is to become:



A Customer Pioneer

Our strategic pillars are:

Great customer experience

Pride in homes and places

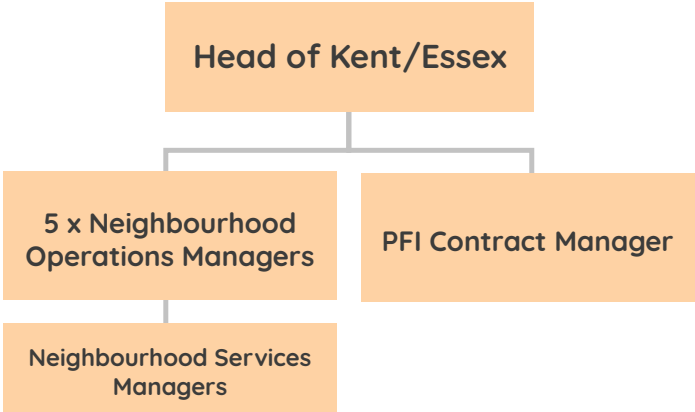
Growth in new homes and communities

Making it happen

We live by our values...



Our business areas.



Role profile.

Job title:

Head of Neighbourhood Services

Team:

Neighbourhood Services

Reports to:

Director of Neighbourhood Services

Directly supervises:

Neighbourhood Operations Managers
and PFI Contract Manager

Business Area

- Customer Experience

What's my role?

- To provide strong and strategic leadership to a team of housing specialists in delivering excellent customer focused neighbourhood services. Getting the basics right, learning and delivering continuous improvement ensuring resources are aligned to deliver maximum impact for our customer and communities.

What am I accountable for?

- To drive operational change within region and the wider organisation ensuring our customers' voices drive and deliver continuous improvements across all tenures.
- To develop and nurture relationships with local authority partners, freeholders, managing agents and other key stakeholders to fulfil our landlord and regulatory responsibilities.
- To help define and deliver responsive services, using customer data and insight (learning) as necessary, aligning resources for maximum impact and delivering a culture of improvement and high performance.
- To act as regional lead for leasehold, freehold and tenancy related matters; including the provision of sign-off for all head leases and key documents for new schemes.
- To motivate, coach and support teams and colleagues ensuring engagement, wellbeing and high levels of performance.
- To ensure performance standards and targets are met consistently, including those relating to leasehold and

tenancy management, lettings, rent arrears, health and safety, lone working, statutory obligations and overall estate management.

- To implement quality assurance measures to maintain high standards of service delivery and customer satisfaction.
- To ensure adherence to housing law, safety regulations and quality standards within region.
- To spearhead and work collaboratively to deliver community development with measurable outcomes, and to promote Moat and the interests of customers at partnership forums and external events.
- To take ownership of the budget for the region/business area, ensuring that commercial considerations receive appropriate focus.
- To represent Moat on key resident management companies, influencing budget and contractual decision making for the benefit of Moat and our customers.
- To work strategically with other service heads to ensure services are delivered consistently, delivering positive customer outcomes.
- To champion and promote the benefits of delivering an improved customer experience; be an advocate for excellence across neighbourhood services and the wider business.
- To provide support to Moat's out of hours service.
- To deliver and embed an open and transparent risk management culture, with responsibility for identifying, reviewing, escalating and managing risks.
- Oversee contractual arrangements on our PFI contract on the Stanhope Estate
- 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.
- Keep 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
- 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.

Entry requirements.

What do I need?

- A degree standard education or equivalent level experience, with excellent verbal, written and numerical skills.
- A level 4 housing qualification or willingness to work towards within a 2-year period.
- Proficient in Landlord, Leasehold and Tenant legislation and best practice in the field.
- Sound understanding of Regulator of Social Housing requirements and regulation.
- Demonstrable contract, financial, and budget management within a complex organisation.
- Appropriate means of transport.
- An ability to undertake work outside of normal office hours to meet the needs of the business, including evening meetings.
- Demonstrable successful track record of delivering and leading tenancy and neighbourhood management services.
- Demonstrable passion for excellent customer service and evidence of developing high performing teams.

Proficient Requirements:

- A thorough knowledge of Landlord and Tenant legislation and best practice in the field, supported by considerable practical experience.
- A thorough understanding of Regulator of Social Housing requirements and regulation.
- Desirable to have a management qualification.

The reward.

In return for your hard work, we will reward you with:

- Salary £73,123 - £91,404 per annum (offered dependent on experience)
 - Car allowance of £2,329 per annum
 - Annual leave – 28 days per year plus bank holidays increasing with service (2 additional days after 2 years' service, 3 additional days after 5 years' service). ½ day birthday leave.
 - Buy/sell annual leave – you can buy or sell up to one working week of annual leave per year.
 - Pension scheme and life assurance
 - Hybrid working with a willingness to work from locations across Kent and Essex on a regular basis.
 - Training and development including accredited management courses, professional subscriptions, leadership development programmes and a culture of internal development
 - Health and wellbeing including an employee assistance programme and a selection of optional initiatives.
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