

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.

Customer Liaison Officer

Who's in my team?	
Team	TBC
Line Manager	TBC
My direct reports	N/A
Updated	December 2025

What's my role?

To provide flexible support and assistance to a case load of vulnerable customers who may be facing complex issues relating to their home, tenancy or community.

To help the customer navigate through their customer journey so they live in a home that is right for them. Initially the focus will be customers who are decanted from their home.

What am I accountable for?

Key Tasks: Temporary Move Support

- In complex cases, provide intensive management, coordination and support to customers who have been temporarily moved out of their home.
- Advocate on customers behalf and help coordination with Property Services & Neighbourhood management colleagues to return the customer back to their home as swiftly as possible.
- Identify cases where a longer term move may be required and work with colleagues to ensure the best outcome for impacted customers.
- Be a key member of our Complex Cases Review Panel ensuring complex temporary move cases are escalated inline with our policies and procedures.

Key Tasks: No Access / non engagement

- Engage with customers who are not providing access to their home or responding to us for compliance checks, tenancy related checks and repairs.
- Flag any safeguarding concerns and work with third parties to build the customers trust so they are safe in their home.
- Identify risks to the wider community where customers are not engaging with us ensuring our response is proportionate and balanced.

Key Tasks: Tenancy Sustainment

- Work collaboratively across the business to ensure the vulnerable customer is at the centre of our communications.
- Lead on specialist areas of mental health, substance abuse, working with non-engagers, hoarding and domestic abuse and attend forums to underpin your knowledge and share good practices with the wider organisation.

- Support and advise colleagues across the business who are dealing with vulnerable customers that sit outside your case load.
- Work closely with other professionals in order to provide a holistic approach to supporting the customer for as long as necessary e.g. coordinating professionals' meetings when necessary and attending external meetings in relation to their support needs.
- Carry out risk assessments with each customer that highlights any risk to themselves, their home, community or others which is reviewed.
- Risk assess and provide a structured plan of signposted support to enable vulnerable customers to understand their responsibilities and support them to develop effective strategies to manage those responsibilities.
- Respond and contribute to service-related complaints and queries from customers.
- 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.
- 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) policies

What do I need?

Entry Requirements:

- A good standard of education, with excellent communication skills.
- Excellent CRM system skills and ability to ensure customer data is up to date.
- Demonstrable experience of, working with complex housing related issues and vulnerable customers with an excellent ability to get the most out of our customer data.
- A good understanding of Landlord responsibilities and keeping customers safe in their homes.
- Strong interpersonal skills and ability to work with colleagues from different departments to ensure the best outcomes for our customers.
- A good understanding of welfare benefits relating to housing.
- Ability to work with customers experiencing a crisis or change in circumstances recognising ways to navigate them through this.
- An excellent ability to identify and forge positive relationships with Social Services for adults and children, police and local support agencies in multiple localities.
- Access to own vehicle and a Full UK Driving Licence.
- An ability to undertake work outside of normal office hours to meet the needs of the business and our customers.

Proficient Requirements:

- CiH-related qualifications to NVQ L3 or equivalent, or a willingness to study.
- 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/ non access/ chaotic lifestyle/ hoarding, supported by practical experience.
- A sound knowledge of Adult Safeguarding and Child Protection protocols
- An awareness of end-of-development processes and defect rectification processes and procedures.