

# 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.

# Hub Officer – Pollards Hill

Who's in my team?	
Team	Moat Foundation
Line Manager	Senior Hub Officer
My direct reports	N/A
Updated	March 2026

**What's my role?**

You are responsible for direct delivery of customer activities within the Wellbeing Studio, Pollards Hill, and will support the Senior Hub Officer with operations, volunteer management, programme development, and delivering social value activities.

- You will deliver community investment activities within the Wellbeing Studio Pollards Hill that open doors to better lives for our customers and community.
- You will support customers to engage and participate in activities that can improve health, wellbeing, confidence, skills and positive support networks.
- You will work collaboratively with the Wellbeing Studio team, Pollards Hill Community Committee (PHCC) and the Moat Foundation Team to deliver a sustainable, evidence-based and customer-led service.

**What am I accountable for?**

- To develop engaging, outcome-focused activities that meet the needs of Moat customers in Pollards Hill. This may include sessions for children and young people, adults and older customers.
- To work collaboratively with the PHCC, Moat Foundation and community stakeholders to identify opportunities, partnerships and projects that will improve individual and community life in Pollards Hill.
- To collect accurate data, photos, case studies and success stories, in accordance with our Governance Policies, that tell the story of our work and support the team to develop our community offer.
- 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.
- 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**

- Experience of engaging children, young people and adults in community activities with the ability to listen, empathise, build trust, support and guide resident participation.
- Experience in effective, customer-led communication, with the ability to communicate to a range of audiences in-person, in writing and orally.
- A good standard of numeracy and literacy, including computer literacy with aptitude to learn and use MS Office, particularly Outlook, Word and Excel.
- The ability to work on your own initiative and in a team context, including with community volunteers.
- Be innovative in delivery and be able to personalise approach to target specific issues in the community where we work.
- Be able to undertake work outside of normal office hours to meet the needs of the business, including evenings and weekends.

### **Ideally to**

- Have a local knowledge of Pollards Hill estate and an awareness of issues likely to affect local customers and residents.
- Have access to your own car with appropriate business use insurance.
- Have an understanding of housing legislation and policy, supported by practical experience of confidentiality, privacy and safeguarding.
- Be able to plan events and activities.

### **Proficient Requirements**

- Desirable to have a community and youth work certificate, or similar relevant qualification or experience.
- An understanding of working in a large organisation.
- A sound knowledge of tenant participation options, activities and good practice.
- An understanding of recording data.