

# 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.

## Who's in my team?

Team	Property Services
Line Manager	Senior Surveyor
My direct reports	N/A
Updated	June 2026

## What's my role?

- To assist in the delivery of an effective surveying and project management service.
- To help provide technical advice on repairs, maintenance, insurance projects and environmental works.
- To support the delivery of programmes of on-going maintenance; including planned works, cyclical programmes, voids and major/minor projects.
- To monitor the performance of contractors and ensure all projects are completed to compliance standards, specification, schedule and cost.

## What am I accountable for?

- Assisting in the provision of technical support to Moat and its customers, conduct property surveys, diagnose defects.
- Helping design and specify works, obtain estimates, oversee delivery, monitor project expenditure and complete sign-off.
- Acting as contract administrator or other role as appropriate and use standard forms of contract to administer the works.
- Overseeing quality control and supervision for each contract, ensuring adequate provision is made on site for building legislation and health & safety requirements.
- Undertaking inspections and audits of the contractors, servicing maintenance contract and defects within homes. Reviewing completed work against the schedule/contractors' invoices and resolving issues as necessary.
- Assisting with the completion of fire risk assessments and signing off fire remedial works.
- Completing stock condition surveys and asbestos condition surveys, ensuring that all records are maintained appropriately.
- Providing management reports and schedules of defects when necessary and certify rectification of snagging items.
- Investigating and resolving any CRM tasks, enquires or complaints raised by customers relating to projects or services provided by Moat.
- 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:
  - 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 written English and maths.
- Advanced use of MS Office suite, particularly MS Word and Excel
- Excellent office administration skills – organising systems, records and files.
- Desirable minimum one year line management experience
- Ability to produce and present performance information
- Proficient in the taking of minutes for management meetings.
- Desirable to have an awareness of the social housing sector.
- Access to transport or a full driving licence.

### Proficient Requirements:

- Advanced use of MS Office suite, particularly MS Word and Excel.
- Experience of call centre telephony.