

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 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 on our website or intranet.

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.

Managing Agent & Leasehold Officer

Who is in my team?

Team	Managing Agents and Owned Tenures
Line Manager	Interim Head of Managing Agents and Owned Tenures
My direct reports	N/A
Updated	September 2026

What's my role?

To ensure shared owners, leaseholders and freeholders receive a compliant, transparent and high-quality leasehold management service across their allocated patch, including schemes managed by Moat, developments where Moat is a head leaseholder or owns part of an estate, and schemes managed by third-party landlords, freeholders and managing agents.

To support continuous improvement across leasehold and managing agent services, helping to enhance processes, strengthen oversight of third-party providers and improve outcomes for leaseholders, shared owners and rented customers who receive services through managing agent arrangements.

Acting as managing agent and leasehold subject matter expert, work closely with Neighbourhood Services Managers, Area Surveyors, Service Charge Officers and other operational teams, providing specialist support on complex leasehold matters, disputes and casework.

To support the management of service charge queries, Section 20 consultations, apportionment reviews, building safety compliance and governance matters, ensuring Moat's legal, financial and compliance interests are protected. Take ownership of allocated cases, ensuring customers and stakeholders are kept informed throughout, while driving service improvements, challenging poor performance and improving transparency and value for money.

What am I accountable for?

Leasehold and Managing Agent Oversight

- Work closely with Neighbourhood Services Managers to ensure we are delivering compliant services on our estates and block for owned tenure customers.
- Monitor and manage services delivered by Moat on directly managed schemes and by third-party managing agents on estates where Moat holds a leasehold or shared ownership interest.
- Scrutinise high variance service charge demands, accounts and statutory notices issued by Moat.
- Identify unreasonable costs, governance failures or non-compliance on developments and challenge colleagues, contractors and managing agents constructively.
- Working Closely with Service Charge Team to ensure that all appropriate costs are recovered through the service charge.
- Provide technical advice internally on lease provisions, responsibilities and rights.

Escalations & Dispute Resolution

- Manage complex casework involving lease structures, freeholder covenants, managing agents, freeholders, and Resident Management Companies
- Draft formal escalation correspondence and represent the organisation in leasehold disputes (including First Tier Tribunal) where necessary.
- Maintain accurate records and audit trails of escalation activity.
- Identify recurring systemic issues affecting schemes.

Section 20 & Major Works

- Monitor Section 20 consultation notices affecting leaseholders and shared owners.
- Review consultation documentation for compliance with legislation.
- Challenge consultation processes where transparency or compliance concerns arise.
- Support customers in understanding consultation rights.

Governance & Resident Management Company Support

- Reviews of RMC governance arrangements and Articles of Association.
- Provision of guidance to residents regarding membership and director responsibilities where necessary.
- Attendance at RMC and RTM meetings (where appropriate due to complex case or escalation).
- Escalate governance failures or transparency concerns to the appropriate parties.

Property Services & Building Compliance

- Work with the Property Services Team to monitor building safety compliance delivered by Managing Agents and Moat.
- Have oversight of compliance areas including:
 - Fire safety inspections
 - Fire door compliance
 - Statutory safety certification
 - Escalate delays or non-compliance that could impact residents.

Repairs & Lease Responsibility

- Provide guidance on repair responsibilities under lease terms.
- Liaise with Managing Agents and property colleagues regarding permissions for works and requests such as:
 - structural alterations
 - complex repairs
 - window replacement
 - access requirements
 - general permissions including pets, subletting, home improvements
- Where necessary work with surveyors to resolve disputed responsibilities.

Customer Advocacy

- Support housing colleagues and customers with leasehold compliance, service charge, managing agent and freeholder queries.
- Provide clear guidance on lease obligations, service charges and communal heating systems.
- Work closely with the Service Charge team to improve transparency and customer understanding of service charges.
- Support customers experiencing issues with managing agents, freeholders and service delivery.

Risk, Compliance & Safeguarding

- Monitor financial, governance and safety risks working with colleagues in relevant teams.
- Escalate safeguarding concerns where appropriate.
- Ensure compliance with legal, audit and regulatory requirements.

Data, Monitoring & Reporting

- Maintain accurate records of managing agent details, schemes and escalations.
- Track trends across schemes and identify emerging risks.
- Produce reports relating to managing agent performance and compliance.

What do I need?**Entry Requirements**

- Experience working within leasehold, property management, housing, or managing agent environments, with a strong understanding of the challenges and requirements of managing leasehold homes, estates and communal services.
- Proven experience of interpreting leases, legal documentation and property management information, providing clear, accurate and practical advice on rights, responsibilities and obligations.
- TPI Level 3 qualification or above (previously known as IRPM) or willingness to work towards and achieve qualification within 18 months.
- Sound knowledge of leasehold legislation and regulation, including the Landlord and Tenant Act 1985, the Commonhold and Leasehold Reform Act 2002, and the practical application of leasehold law within a customer-focused environment.
- Strong understanding of leasehold structures, service charges, estate and block management arrangements, landlord and tenant responsibilities, and property management practices.
- Experience managing complex customer enquiries, complaints, disputes and escalations, including working with managing agents, freeholders, Resident Management Companies (RMCs) and other stakeholders to achieve effective outcomes.
- Strong analytical and problem-solving skills, with the ability to interpret complex information, identify risks, exercise sound judgement and deliver practical, proportionate solutions.
- Excellent communication skills, with the ability to explain technical leasehold matters clearly and confidently, produce high-quality written correspondence and reports, and adapt communication style to a range of audiences.
- Strong stakeholder management and influencing skills, with the ability to build effective relationships, challenge constructively and manage sensitive conversations professionally.
- Demonstrable commitment to delivering excellent customer service, improving customer outcomes and promoting transparency and value for money.
- Ability to manage a varied workload, prioritise competing demands and maintain accurate records and audit trails.
- Ability to attend occasional evening meetings, including Resident Management Company meetings and resident engagement events, and travel to schemes and offices as required.
- Access to suitable transport and full UK driving licence.

Proficient Requirements

- Experience managing relationships with managing agents, freeholders, Resident Management Companies (RMCs), Right to Manage (RTM) companies, and other stakeholders.
- Knowledge of Resident Management Companies (RMCs), Right to Manage (RTM) Companies, and freeholder responsibilities.

- Understanding of shared ownership and other affordable housing tenures.
- Knowledge of the housing association sector and its regulatory environment.