

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.

Senior Service Contracts Coordinator (Non FLAGEL contracts)

Who's in my team?	
Team	Property Services
Line Manager	Building Safety Manager (Legionella and Lifts)
My direct reports	Building Safety Coordinators
Updated	January 2026

What's my role?
<p>To provide management and support across the organisation for all service contracts (non-building safety) and deliver risk-based programmes for all service contracts (non-building safety). This includes the day-to-day management and completion of remedial works, budgetary control and working with independent consultants / contractors to ensure that statutory compliance and fixed aservicing regimes are maintained across all assets. To maintain 'and improving the accuracy and quality of the information held on the departments property management database and other related software systems.</p> <p>To provide assurance to the Compliancy Group, Executive Team and Board that all operational and management risks are being delivered in a timely manner and achieve on-going compliance.</p>

What am I accountable for?
<ul style="list-style-type: none"> • Act as the lead for the management of all servicing contracts (non-Building Safety). • Oversee, manage and develop all relevant servicing contracts to deliver programmes of servicing, inspections and associated works to achieve full compliance and a high quality service across Moat's housing stock. Obtain and record all relevant and valid certificates / servicing records. • Manage the performance of all the service contracts (non-building safety), consultants / contractors and ensure that formal minuted operational meetings are held monthly to discuss performance and contractual issues. Escalate any issues to relevant parties. • Work closely with any relevant consultants to ensure all relevant legislation is being adhered to. Ensure safety, quality control and productivity assessments are carried out so that all work complies with current codes of practice, standards and legislation, particularly Health and Safety. • Re-procure all contracts as and when necessary, working with Moat's Procurement team to establish robust contracts in a timely manner that fulfil procurement legislation. • Work with the Section 20 Co-ordinator to ensure all Section 20 and tender processes are completed in a timely way, along with producing Specifications and cost documents for all the service contracts.

- Respond to all Section 20 queries relating to service contracts.
- Provide regular performance reports for senior management and stakeholders, including the production of monthly KPI information for the Head of Health, Safety & Facilities Management.
- Liaise with customers and other stakeholders to resolve queries and increase awareness around all service contracts (non-building safety). Produce publicity information and attend evening and weekend meetings, where necessary.
- Maintain and update information databases, ensuring data integrity by conducting monthly audits between systems, adhering to relevant legislation such as GDPR.
- Liaise with the Development team to ensure that handover information for new schemes / properties is received in the correct manner. Interpret the information, deliver appropriate actions and load the relevant data into the asset management database.
- Work closely with the Development team for all service contract equipment, and attend all new build schemes / properties to review the equipment on site.
- Be responsible for any service-related complaints / queries from customers, ensuring that the customer experience is positive, professional and within set timescales.
- Identify, assess, and mitigate operational risks and escalate any increasing or emerging risks with the head of service.
- Develop strategies, policies, procedures and processes where required.
- Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code, or assist the Customer Resolution Team with the delivery of complaints. This will include appropriate and proportionate resolutions and accurate record keeping.
- Carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
- Keep accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. To also understand and fulfil responsibilities as set out in this framework.
- Carry out my work in line with Moat's:
 - 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:

- Good standard of education, with strong literacy and numeracy skills.

- An understanding of the regulatory framework in which Moat operates and good operational knowledge of delivering high quality maintenance services for domestic buildings.
- Able to use database systems and project management software, with practical experience of extracting data and generating reports.
- A basic knowledge of construction technology and contract administration.
- An awareness of planned property maintenance issues.
- Ability to extract numerical and graphical information from the internet.
- Self-motivating, with the ability to ensure CPD is embedded into role.
- Ability to use CRM, MS Office suite, Word and advanced Excel, for general administrative purposes.
- An understanding of database systems, with practical experience of extracting and manipulating reports.
- Staff management experience.

Proficient Requirements:

- Awareness of land ownership issues, including land registry leasehold obligations and licences.
- Intermediate use of MS Excel.
- A good understanding and general awareness of regulations relating to health and safety (CDM), procurement, section 20 requirements, and service contracts.
- A good understanding and knowledge of tendering contracts, producing Specifications and cost documents for service contracts.