

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.

Clerk of Works

Who's in my team?	
Team	Development
Line Manager	Head of Development Projects and Quality
My direct reports	N/A
Updated	March 2026

What's my role?

You will be responsible for ensuring that the quality of our new build homes is of the highest standards. Principally the Clerk of Works will monitor the quality and safety of work and construction progress to ensure the timely completion of project deliverables. This role will interact with developers, contractors and our new home customers sitting within the Development Project Team.

- What am I accountable for?**
- Coordinate, set the standard and monitor the quality of workmanship on allocated projects. Check the progress of work, labour levels on site and keep the Project Team (internal and external) informed of progress. Identify and report on particular trends while the works are taking place during the construction process.
 - Undertake regular site visits to all allocated projects monitoring the standard of materials ensuring accuracy against the specification and application in line with manufacturers guidelines, reporting to the Project Manager & Employer's Agent, and keeping them informed of progress and any significant events on site.
 - Monitor contractor performance on site against programme, making the Project Manager aware of any concerns that may affect delivery of the scheme against targets. This will include recording labour levels, key stage inspections from external stakeholders such as Building Control and Warranty Providers and KPIs which may affect project delivery.
 - Ensure in association with the Project Management Team that the site quality inspection service is delivered consistently across schemes and to ensure that the agreed reporting templates are reviewed and embedded across all sites.
 - Review and comment on pre-construction drawings, contract drawings and processes during the construction phases to ensure compliance with Building Regulations, our Employers Requirements (ER's), GLA / HE regulatory & funding standards and any other factors that may influence the buildability of the design.
 - Attend briefings and undertake Continued Professional Development (CPD) in the form of construction and technical requirements. Feedback recommended good practice to the team in order to review procedures or construction documentation when required.
 - Attend and contribute to Site Progress Meetings for schemes in your management and assist Project Managers on other schemes where required.
 - Lead on improving and implementing the snagging process of new properties ensuring that homes are rigorously inspected and standards upheld. Working

proactively with the Project Team to ensure items are identified and remedied prior to final sign off.

- Understand the defects management process post completion and propose amendments to ensure that the customer journey runs as smoothly as possible, working closely with the New Homes Customer Care Team.
- Keep accurate records of inspections and make records available for the New Homes Customer Care Team in the event of defects or customer complaint, assist the team were required in resolution of complaints.
- Assist in developing the Moat product & specification, including working with customers, the Development Project Team and other internal clients.
- 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) polices

What do I need?

Entry Requirements:

- Significant experience in a Clerk of Works role or similar within the construction industry on new build housing projects and an in depth understanding of current building legislation
- Experience of quality assurance delivery/improvement within a construction setting
- An appropriate Professional Qualification such as CIOB, ICWCI or other construction equivalent or be working towards obtaining membership.
- Ability to demonstrate a good knowledge of NHBC and Building Regulation Standards both current and emerging.
- Ability to demonstrate a good understanding of construction site Health & Safety.
- An excellent understanding of the use of IT for the purposes of reporting to a range of audiences.
- A full driving licence and use of your own vehicle with the ability to travel across the Moat region.

Proficient Requirements:

- You'll play a leading role in a team with an understanding of excellent customer service and the wider impact of your work on other departments.
- You will fully embrace and demonstrate Moats values in your everyday work.
- You are confident in challenging contractors if works are not being carried out in line with specification or in accordance with the business requirements

- You'll be able to communicate effectively (written and verbal) and in particular communicate with residents, contractors, internal project teams and external consultants.
- You'll have excellent attention to detail with the ability to diagnose potential building issues early on