

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.

Pre Tenancy Support Officer

Who is in my team?	
Team	Income and Advice Services
Line Manager	BIMAX Manager
My direct reports	N/A
Updated	

What's my role?

The Pre-Tenancy Support Officer is responsible for supporting prospective tenants through the pre-tenancy journey to ensure a smooth and sustainable start to their tenancy. The role provides practical advice, financial guidance, and tailored support to help customers prepare for moving into their new home and to minimise the risk of tenancy failure.

- What am I accountable for?**
- **Affordability Assessments:** Conduct comprehensive affordability checks to ensure prospective tenants can sustainably manage rent, service charges, and living costs. Make decisions on letting based on affordability and sustainability.
 - **Reference Checking Follow-up Activities:** Work with the Lettings team to follow up on any support requirements identified as part of the referencing process; this may include, but is not limited to the identification of support referrals to internal and external teams and agencies.
 - **Needs Identification:** Recognise wider support needs, financial, social, wellbeing, or practical that could affect tenancy sustainability.
 - **Referral & Escalation:** Escalate or refer ongoing or complex needs to appropriate internal teams or external support agencies. If the incoming customer has access to external support, ensure this is passed to the Resident Liaison Officer so that any support continues where necessary to support tenancy sustainment and there is adequate post sign up contact.
 - **Rent Discussions & Payments:** Support customers with understanding and arranging timely rent payments during the sign-up process, including payment rent in advance and in line with our rent on time criteria.
 - **Benefits Advice & Support:** Identify customers who may need help with benefit claims and provide accurate guidance, signposting, or direct support.
 - **Income Maximisation:** Carry out "better off" calculations and provide income-maximisation advice to ensure customers are claiming all eligible benefits.
 - **Record Keeping:** Maintain accurate records of assessments, advice provided, and actions taken.
 - **Partnership Working:** Work collaboratively with internal colleagues and external partners to ensure coordinated support for new tenants.

What do I need?

Entry Requirements:

- Experience in customer-focused roles, advice or support work, preferably in housing, social care, or the voluntary sector.
- Basic to intermediate knowledge of welfare benefits (e.g., Universal Credit, Housing Benefit, Council Tax Support) and an understanding of how they impact household income and tenancy sustainability.
- Awareness of financial management concepts, such as budgeting, rent affordability, and income/expenditure planning.
- Awareness of support delivered via social services, children's services and mental health teams. Ability to form strong working relationships with external agencies across a wide geographical area.
- Ability to conduct straightforward affordability assessments.
- Strong communication skills, with the ability to explain information clearly, empathetically, and in plain language.
- Ability to recognise when customers may need additional support and escalate appropriately.
- Good organisational skills and ability to maintain accurate records.
- Confident IT skills and willingness to learn new systems and tools.

Proficient Requirements:

- Substantial experience in housing, tenancy sustainment, welfare advice, or a related support role.
- Strong working knowledge of the welfare benefits system, including Universal Credit, Housing Benefit, Discretionary Housing Payments, and income-maximisation.
- Proficiency in conducting affordability assessments and financial evaluations.
- Demonstrable experience supporting vulnerable individuals with varied and sometimes complex needs.
- Ability to identify, assess, and respond to risks affecting tenancy sustainability.
- Experience carrying out "better off" calculations and providing welfare-rights-based guidance.
- Proven ability to manage a caseload independently while meeting targets and deadlines.
- Highly accurate record-keeping and experience working within compliance frameworks.
- Ability to develop effective partnerships with internal teams, external agencies, and support services.