

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.

Neighbourhood Housing Assistant Team Leader

Who is in my team?

Team	Customer Operations
Line Manager	Head of Customer Operations
My direct reports	Neighbourhood Housing Assistants
Updated	February 2026

What's my role?

To lead a team of Neighbourhood Housing Assistants in providing an efficient, effective and pro-active service to the Neighbourhood teams and our customers.

What am I accountable for?

- Liaise with Managers and Heads of the Housing and Customer Directorate to identify evolving support needs. Adapt and allocate team resources accordingly, both day to day and for the medium term.
- To manage individual performance to ensure all staff contribute towards the success of the team, and to use management information to identify areas for improvement and to take appropriate steps to manage poor performance.
- Overall management of all Neighbourhood queue work on CRM. Manage staffing for reception services at Pollards Hill and Stanhope office, including attending these local offices as and when required.
- Ensure consistent use of Moat's in-house databases; CRM, Proactis etc, working with the teams to identify and suggest system improvements.
- Develop, record and maintain documented procedures and processes for the Neighbourhood Housing Assistant Team. Work collaboratively with other teams to improve the customer experience.
- Support when required with annual budget preparation.
- Support the Head of Customer Operations with service improvement work across Housing and Customer Services.
- Support any apprentices with particular attention to their development of office skills and knowledge of housing processes.
- Organise, prepare and distribute meeting papers. Attend meetings and take minutes as necessary, which may include travelling to other Moat offices as required. Ensure timely distribution of actions and minutes to meeting chair.
- Maintain current systems to allow data analysis of workflow for reporting.
- 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
- 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.
- 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.

What do I need?

Entry Requirements:

- People management experience.
- A good standard of education with good written, verbal and numerical skills.
- A level 4 housing qualification or willingness to work towards within a 2-year period.
- Good working knowledge of MS Office suite, particularly MS Word and Excel.
- Experience of office administration – organising systems, records and files.
- Experience of data interrogation.
- Awareness of the social housing sector and current issues.
- Awareness of processes for housing management – payments, arrears, repairs, transfers, mutual exchange.

Proficient Requirements:

- A good knowledge of basic housing procedures.
- A level 4 housing qualification
- A thorough working knowledge of administrative processes for housing management – payments, arrears, repairs, transfer, mutual exchange.