

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.

Communications Apprentice

Who is in my team?	
Team	Communications
Line Manager	
My direct reports	N/A
Updated	

What's my role?
<p>You'll support the Communications and Design team in delivering engaging communications across the organisation. This includes helping to communicate with colleagues internally, supporting customer and stakeholder communications, and contributing to wider corporate messaging and brand activity.</p> <p>You'll create and share content across a range of channels including the intranet, newsletters (internal and customer), website, social media, and other digital platforms. You'll contribute to campaigns, storytelling, events, and creative content, gaining hands-on experience in how communication supports colleagues, customers, and organisational reputation.</p> <p>This apprenticeship offers the opportunity to learn, earn, and gain a nationally recognised qualification while developing practical skills in writing, digital media, and communications.</p>
What am I accountable for?

- Creating and sharing content – Produce engaging material for internal and public-facing channels including intranet, newsletters, website and social media.
- Supporting multi-channel communication campaigns – Assist in planning and delivering campaigns that engage colleagues and external audiences and help develop compelling stories that reflect Moat's priorities.
- Supporting internal and external event management – Help to plan and deliver colleague and stakeholder events as part of wider communication campaigns.
- Maintaining accurate records – Keep content schedules and campaign documentation up to date.
- Collaborating across teams – Work effectively with colleagues and stakeholders to gather information and share updates.
- Using digital tools confidently – Use digital platforms and tools to create, publish, and manage content, applying creativity and attention to design.
- Completing training and qualification requirements – Successfully work towards and achieve your apprenticeship qualification.
- Developing core skills – Build communication, teamwork, and problem-solving abilities.
- Demonstrating proactive learning – Take ownership of your development and adapt to new challenges.
- 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:

- Good standard of general education (incl GCSE grade A–C in English preferred)
- Strong written and verbal communication skills
- Ability to work effectively with others
- Willingness to learn about communications and engagement
- Comfortable using digital tools
- Positive attitude towards learning and creativity

Proficient Requirements:

- Creative eye for detail and design
- Excellent time management and organisational skills
- Attention to detail and accuracy
- Good interpersonal skills for building relationships
- Confidence using digital tools and systems
- Experience of creating content (developed during apprenticeship)