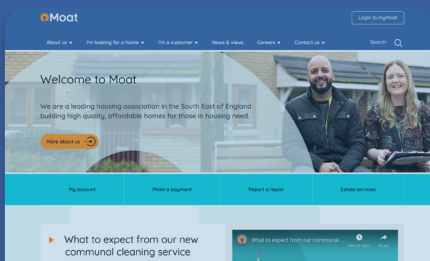


We're looking for a

# Communications Officer

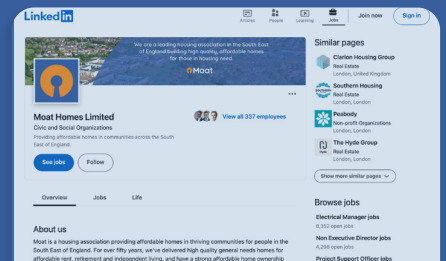
Join our team!



Browse our website



Scroll through our twitter page



Read about working at Moat



# Hello!

We're all about looking forward and aiming higher – for the homes we deliver, the communities we work in and the people we employ.

It's an exciting time to join our growing team as we kick off a bigger, bolder Corporate Strategy that puts our customers at the heart of everything we do.

We are a social landlord working to end housing need, so our days are filled with vital work, important stories and feel-good moments. Effective, engaging communication across multiple channels is essential in articulating our achievements, work, vision and values... and that's where you come in.

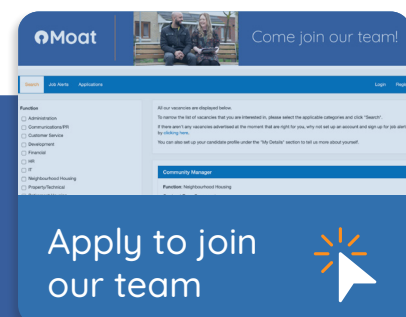
I'm looking for a second enthusiastic Communications Officer to work alongside me in our cross-functional Communications and Design Team. No two days will be the same as you use your top-notch storytelling skills to help tell our story and your exceptional writing skills to effectively communicate with our customers and stakeholders. Using your interpersonal skills and nose for content, you'll build strong relationships with colleagues in key areas of the business to uncover and create internal and external content that sings.

We're after people who ooze creativity and who'll be as comfortable writing punchy website copy as they are with crafting press releases. We take communicating to our internal audience just as seriously as our external audiences, and you'll also help ensure our employees are informed, engaged and connected.

You will be able to take ideas and run with them, but you'll also be brilliant at the basics, demonstrating outstanding writing ability and excellent organisational and people skills.

You need to be imaginative, passionate, and a self-starter with a great sense of fun. If you're looking for a role to make your own, then I'd love to see your application.

**Lindy Rome**  
Corporate Communications Manager



## Are you interested?

You have until Sunday 19 November 2023 to apply via our recruitment portal.

As well as completing our online application, **please send 3 samples** of your written work to [info@moat.co.uk](mailto:info@moat.co.uk), including one press release and one social media campaign you wrote.

# Main purpose of the job and the reward.

To support the Corporate Communications Manager, wider Communications and Design Team and key business areas in the delivery of internal and external communications that promote Moat's values, key messages and corporate strategies.

## Key tasks:

- Write, edit and distribute creative and engaging content for both internal and external audiences, such as press releases, news stories, social media posts, copy for internal and external publication, campaign messaging, and briefings.
- Maintain our social media channels. Seek out and post content, raising the profile, visibility and quality of our pages and ensuring that any reputational issues are brought to the attention of the Corporate Communications Manager.
- Help raise Moat's profile in the media. Identify newsworthy stories from around the business and use these to create and pitch press releases to media outlets. Establish relationships with key journalists.
- Help co-ordinate communication plans and deliver the Communications Strategy through effective and engaging internal and external communications to a range of audiences.
- Build and maintain strong working relationships within the business, providing creative communications solutions for internal departments in your 'patch' as part of the Communications Business Partner model.
- Share responsibility for staffing Moat's press office. Assist in proactive engagement with the media to support targeted communication campaigns. Respond to 'low-level' media enquiries, co-ordinating with the appropriate members of staff to ensure accurate responses.
- Assist in the continued development of Moat's website, updating and reviewing content to ensure it is relevant, accurate and supports key corporate messaging.
- Work with the Design Team to communicate design needs from your business area, feed design requirements into the design schedule and ensure that the Moat brand is employed appropriately within all publications.
- Help manage/co-ordinate internal and external events, including the co-ordination of corporate resources.

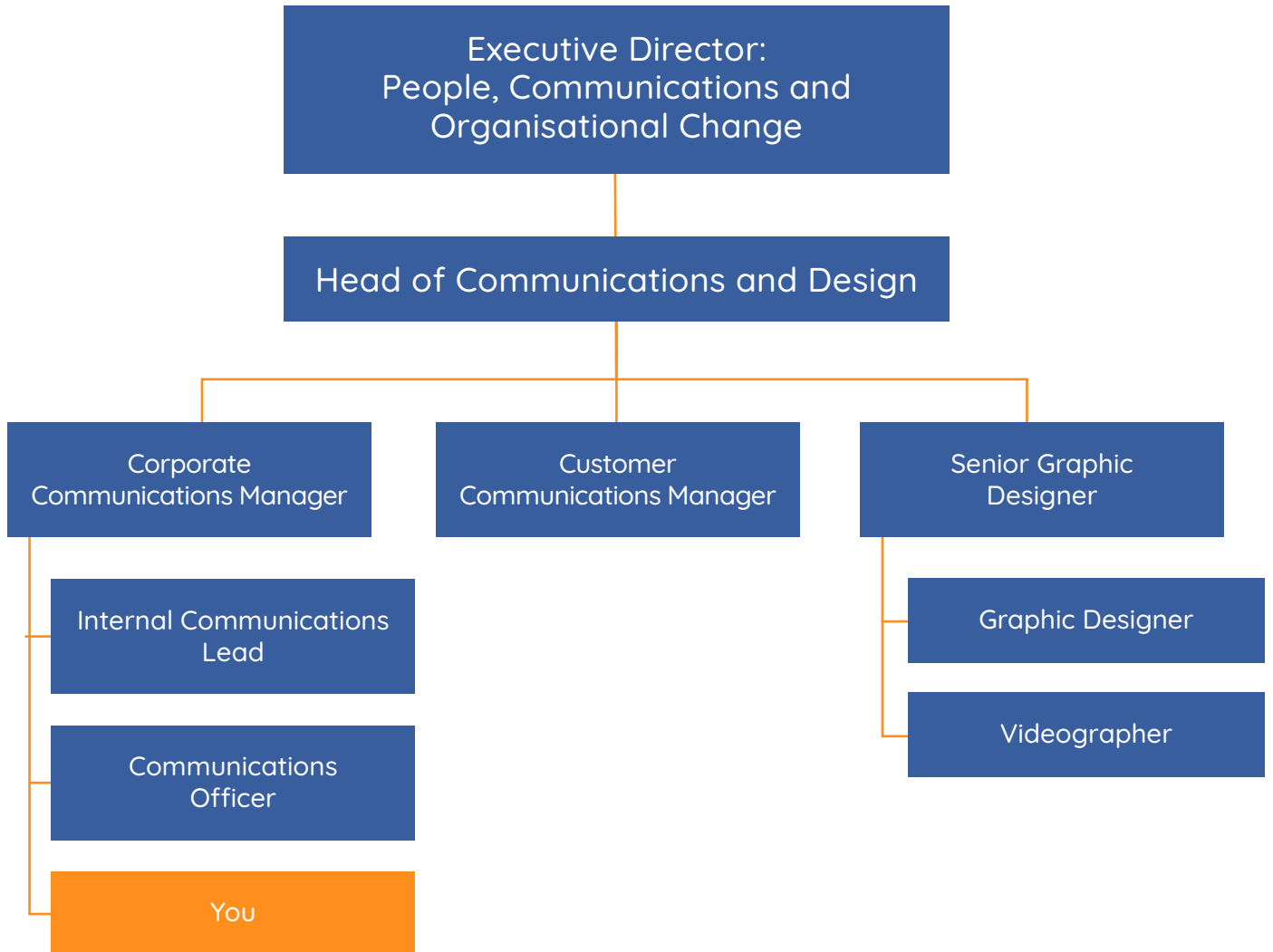
## You'll be:

- Experienced in successfully pitching stories to the press and managing social media channels
- A confident communicator with strong interpersonal skills
- In possession of exceptional writing skills
- A team player with a positive attitude
- Oozing with enthusiasm and initiative
- A stickler for attention to detail
- Super organised
- Overflowing with creative ideas

## In return for everything you can bring:

- Salary up to £33,000 per annum
- Generous annual leave entitlement increasing with years of service, with the flexibility to buy and sell more
- Pension scheme and life insurance
- Employee discount scheme
- Time off on your birthday
- Training and development including coaching opportunities, accredited management courses, further education sponsorship, professional subscriptions, leadership development programmes and a culture of internal development
- Health and wellbeing including an employee assistance programme and a selection of optional initiatives

# Our team.



Our purpose is to:

Open doors to better lives



Our vision is to become:



A Customer Pioneer

Our strategic pillars are:

Great customer experience

Pride in homes and places

Growth in new homes and communities

Making it happen

We live by our values...



# About us.

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Our customers' individual needs and circumstances drive the work we do, the homes we build and the services we provide. We are more than just a landlord; we aim to give our customers a great experience and help their communities to thrive.

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We provide secure, affordable homes for rent and shared ownership to over 21,000 families and individuals across Kent, Essex Sussex, and London.

As a not-for-profit organisation we are funded by a mixture of private finance and government grant. We reinvest any surplus we make to maintain and improve our existing homes and communities, while also building build homes to address the ongoing housing shortage. We are proud of the great homes and communities we've helped to build and our ongoing commitment to improving the lives of our customers.

We provide and support services in our communities, and have a long-term impact on the prosperity of the areas we work in. Through Moat Foundation, we work to improve employability, empower local youth, tackle isolation, and create thriving places that people love to live in. We provide over 55s retirement housing, and we work with managing agents to provide specialist care and support to people with learning difficulties, physical disabilities and those fleeing domestic violence.

We place great value in working in partnership with local authorities, as we recognise their role in unlocking opportunities to put roofs over the heads of those who might not otherwise have one. Our commitment to collaborative working enables us to leverage our collective strengths, expertise, and resources to deliver impactful outcomes for our customers and communities.

## Our three-year corporate strategy

Our passion lies in the transformative effect that great homes and services have on the lives of the families and individuals we home, recognising that not all customers have the same needs. The primary focus of our new three-year corporate strategy is to be a customer pioneer, genuinely working with customers to drive services and standards. Our strategy is built around three key priorities:

- Great customer experience – our goal is to be genuinely customer-centric, reflected in our operating model, structure, performance management and culture.
- Pride in homes and places – we will meet the high standards of landlord safety, producing high quality homes and places that people are proud to live in while reducing the environmental impact and daily running costs for customers.
- Growth in new homes and communities – we will continue to build more affordable homes where people want to live. We will build new homes in places where people feel happy to create foundations for their future.