

Frequently Asked Questions



Impact and Action Group FAQ's

What is the Impact and Action Group?

It is a customer-led group we are launching later this year. Five Moat customers will lead the group and will directly influence the future of Moat and how we deliver our services.

What will the group do?

The Impact and Action Group will:

- Give our committees and Board feedback from a customer's point of view, acting as a 'critical friend' to help them make decisions.
- Make sure our plans for services match what customers need and want.
- Review customer feedback from lots of different places, including formal customer insight like surveys and complaints, informal chats, and informal customer insight.
- Give us honest feedback, based on evidence, about how we're doing at meeting our promises to you and making you happy with our services.
- Keep an eye on how we are putting plans in place to improve things for customers.

What would I be responsible for?

The Impact and Action Group will look at all aspects of what it's like to be a Moat customer, including:

- Reviewing customer feedback and obtaining assurance that this insight feeds into the plans Moat is putting in place to improve things for customers.
- Overseeing how well other customer groups and activities are working (like the Repairs Forum, Customer Advocates, and special project 'scrutiny' panels).
- Making sure Moat is doing what it promises to do for customers.
- Giving feedback and suggestions to Moat's Board and relevant committees.
- Taking part in other customer-led groups and internal Moat groups.
- Working with Moat to co-create services.

A full description of the role is included in the recruitment pack.

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How much time do I need to commit?

You'll be expected to attend four to six meetings a year, including four meetings that will feed into our Customer and Communities Committee (which is a sub-committee of our board), one annual review meeting with our Customer and Communities Committee and a further meeting for training and development.

You'll need to prepare for meetings to ensure you can fully participate – this will include reading documents.

You'll need to work with other members of the group to provide regular reports to our Customer and Communities Committee and Board, including an annual report summarising the group's activities and achievements.

You may also be invited to attend ad-hoc Board and committee meetings.

Depending on your experience and skills you may be asked to look at the work of a scrutiny panel or attend key meetings such as the Repairs Forum or Estate Services Forum.

We'll continue to review and shape the time commitment with the group.

How long will I be a member of the Impact and Action Group for?

Members will hold a term for 3 years. This is subject to an annual review with an option to extend to a maximum of nine years.

How much will I get paid?

We'll pay you £5,000 a year for your time and commitment (subject to tax deductions)

How will I get paid?

You'll be paid directly into your bank account. Successful applicants will go through an onboarding process, and we'll ask for your bank account details at this stage.

How do I apply for the role?

Applying is easy. Follow our step-by-step process to get started:

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Step 1 – the criteria

Before you start to apply take a look through the recruitment pack to make sure you meet the criteria for the role

Step 2 – the application

Click here to complete the application form <https://forms.office.com/e/L4K5WYTj3c>
All applications will receive an automated response.

The deadline for applications is 9am on Wednesday 4 September 2024. Good luck!

How will my personal data be used if I apply for the role?

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your application documentation.

Following this notice, any inclusion of your Sensitive Personal Data in your application documentation will be understood by us as your express consent to process this information going forward.

What can I do if I am unable to access the documents or fill out the application form?

We're committed to inclusion and ensuring everyone can access our website and application processes. If you need us to provide this document or any other documents in an alternative format, please get in contact at customer@moat.co.uk or call us on 0300 323 0011.

Also, if you have any comments and/or suggestions about improving access to our application processes please don't hesitate to contact us at feedback@moat.co.uk

Who can I contact for a confidential conversation about the role?

If you'd like to discuss any aspect of the role, you can contact any of the following:

Becks Sheldon, Customer Engagement Manager
Email: Becks.Sheldon@moat.co.uk Call: 07395 355 870

Tanya Gray, Head of Customer Operations

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Email: Tanya.Gray@moat.co.uk Call: 0300 323 0011

When are interviews taking place?

Interviews will take place on Wednesday 25 September and Thursday 26 September. In-person and online options and daytime/evening slots will be available.

Where are the interviews taking place?

The interviews will either take place online, via TEAMS or the in-person interviews will be held at our head office: Moat, Mariner House, Galleon Boulevard, Crossways, Dartford, Kent DA2 6QE

What happens after you've shortlisted applicants?

We will invite the shortlisted applicants to an interview. This will be either in-person or online.

When will I hear back if I've been invited to interview?

We will reach out to all applicants by Wednesday 18 September 2024 to let them know if they have been successful in reaching the interview stage.

How is TPAS involved in the recruitment?

To ensure a fair and inclusive recruitment process, we're working with TPAS, the tenant engagement experts. They're providing external advice and guidance to help us reach all Moat customers and encourage applications. They'll also be helping us to assess the applications we receive to create a shortlist, and to interview the shortlisted applicants.

You can find out more about TPAS by visiting: www.tpas.org.uk

What is a scrutiny panel?

Every quarter we invite customers to be part of a scrutiny panel to help us evaluate different types of services. We do this by selecting different services we provide and doing a deep dive into them and evaluating our performance. Some examples of scrutiny work we've carried out with customers over the last year include:

1. Our financial support offer

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2. Our approach to damp and mould
3. Our responsive repairs communication

Doing regular scrutiny panels is a way of strengthening our customers voice and influence to ensure we provide excellent services to all our customers. It enables residents and staff to work in partnership to achieve better performances and improved services.

What is the Repairs Forum and Estates Services Forum?

The Repairs Forum and Estates Services Forum have been set up to ensure that Moat and our contractors are accountable to our customers by giving forum members a platform to:

- Scrutinise performance.
- Reflect on the effectiveness of the services.
- Provide suggestions to enhance the service in the future.
- Maintain a watching brief on behalf of all other customers.

Please note: the Estates Services Forum is still in the process of being set up, the first meeting will take place towards the end of 2024.