

“We’re thrilled you’re interested in joining our new customer-led Impact and Action Group.”

As a Moat customer, you’re the expert on living in our homes and communities. Your voice is crucial in shaping Moat’s future and improving our services for everyone.

“If you have the passion, skills, and experience to provide meaningful challenge and support, this could be the perfect opportunity for you.”



**Caroline Ross**  
Moat Board Member

Together, we can make our homes and communities even better places to live.



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: ☎ 0300 323 0011 ✉ [customer@moat.co.uk](mailto:customer@moat.co.uk)

# Hello!

We've created this customer-led group because we believe your voice matters. You know best what works and what doesn't in your homes and communities. Being part of this group offers a chance to ensure customer experiences drive our decisions.



**Becks Sheldon**  
Customer Engagement  
Manager

**Stephen Walker**  
Director of Customer  
Operations

We're looking for five passionate Moat customers to lead this new initiative.

Here's why it matters:

- You know best what it's like to live in a Moat home.
- Your ideas can make our services better.
- You'll work directly with our Board and Executive team to make changes happen.

What's in it for you?

- £5,000 a year for your time and input.
- Training and support to help you succeed.
- Direct influence in how Moat is run.
- We'll reimburse you for out of pocket expenses.
- We'll provide you with a laptop if needed.

Your voice matters, and we want to hear it!

This is your opportunity to help us create a Moat that truly reflects what customers need and want. Whether you're experienced in community work or just passionate about making things better, we'd love to hear from you.

## Key dates

- **Deadline for applications**  
9am on Wednesday 4 September 2024
- **Invite to interviews**  
by Wednesday 18 September 2024
- **Interviews**  
Wednesday 25 September  
and Thursday 26 September 2024
- **Induction**  
Week commencing Monday  
7 October 2024
- **First group meeting**  
Wednesday 30 October 2024

Sounds exciting, right? Keep reading to find out more about the role and how to apply.



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](http://www.tpas.org.uk)

Joining our Impact and Action Group is your chance to be part of a group that shapes the future of Moat and ensure the voices of our customers are heard loud and clear.



**Chyrel Brown**  
Interim Executive Director  
of Customer Experience

## What will you and 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 will you be responsible for?

- Bringing customer voices to leadership discussions.
- Helping to shape services to meet diverse needs.
- Offering constructive feedback to help decision-making.
- Reviewing customer feedback.
- Overseeing other customer groups and activities.
- Holding us to account to ensure we meet our promises.

### How much time do you 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.
  - a meeting for training and development.
- You'll need to prepare for meetings to ensure you can fully participate – this will include reading documents beforehand.
- 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 promote a scrutiny topic or attend key meetings, such as the Repairs Forum or Estate Services Forum. To find out more about this read our [FAQ's page on the recruitment page](#).
- Members of the group will hold a term for three years. This is subject to an annual review with an option to extend to a maximum of nine years.

# What you'll need to apply for the role

## We want to recruit five Moat customers who:

- Are passionate about improving our homes and services
- Can bring fresh ideas and constructive feedback
- Are ready to speak up for their fellow residents
- Are from all backgrounds to create a truly representative group.



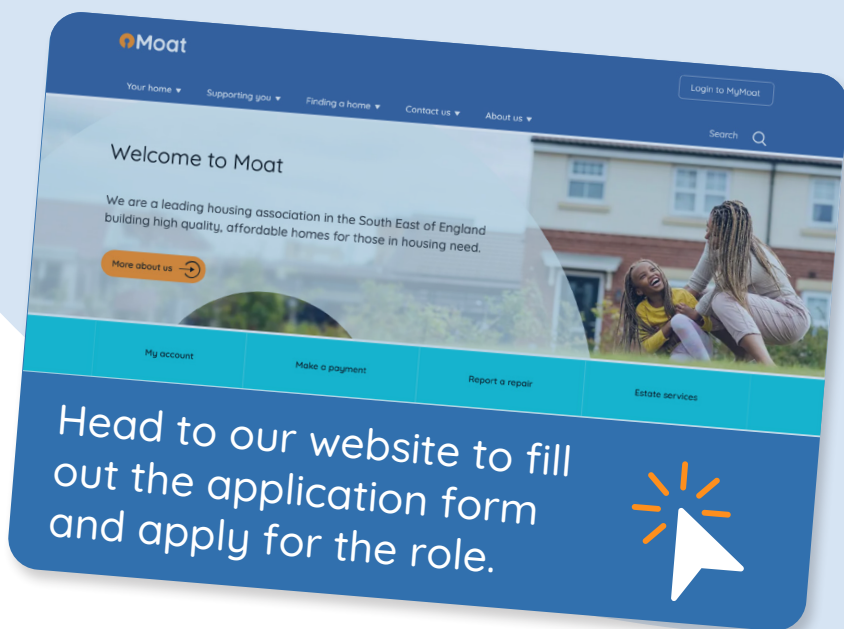
1. You must be a current tenant, shared owner or leaseholder with Moat Homes.
2. Excellent written and verbal communication skills, including the ability to convey complex information in a clear and concise manner.
3. The ability to analyse and understand data to evaluate performance and identify areas for improvement.
4. Ability to analyse, absorb and interpret written information.
5. Demonstrable leadership skills, including the ability to facilitate group discussions, build consensus, and drive action.
6. Commitment to actively listen to the concerns and ideas of others and value diverse perspectives.
7. Ability to hold Moat to account to ensure the views of all customers and communities are considered.
8. Ability to work collaboratively at a strategic level, for example, with our Senior Leadership Team, Executive Team, and Board.
9. Ability to identify issues and work towards solutions that benefit all Moat customers.
10. Experience using technology for communication and information access (support available).
11. A personal commitment to self-development and learning, and equality, diversity and inclusion.
12. Strong interpersonal skills including a willingness, to present to strategic groups and Board members. (support available).
13. Ability to express your own views and represent the needs of others clearly and confidently.

### These aren't required, but are a bonus if you have them:

1. Experience serving on other committees or boards (within the housing sector or other relevant fields).
2. Knowledge of the challenges and opportunities facing the housing sector
3. Knowledge of housing legislation and the Social Housing Regulatory environment.
4. A history of advocating for the needs of others demonstrating your ability to champion customer voices.
5. Knowledge or experience in customer service or other sectors providing community-based services.

Are you ticking all the boxes? Take a look at the next page to find out how to apply.

# Ready to apply?



You can find the application form on our webpage: [moat.co.uk/your-home/sharing-your-voice/Impact-and-Action-Group](https://moat.co.uk/your-home/sharing-your-voice/Impact-and-Action-Group). All applications will receive an automated response.

For more information on how we use your data, please visit our website **to review our privacy statement**.

For a confidential conversation about the role, please contact:

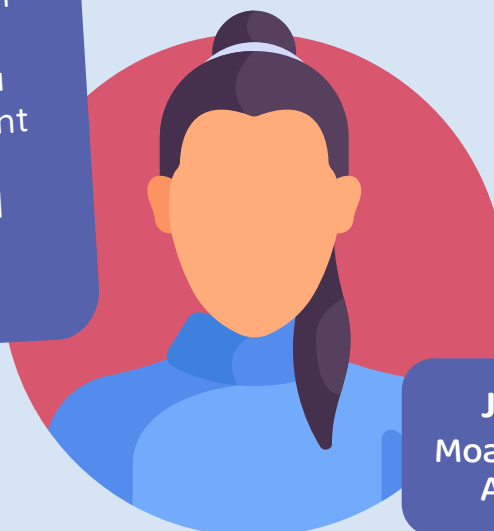
- Becks Sheldon, Customer Engagement Manager  
✉ [becks.sheldon@moat.co.uk](mailto:becks.sheldon@moat.co.uk)  
☎ 07395 355 870
- Tanya Gray, Head of Customer Operations  
✉ [tanya.gray@moat.co.uk](mailto:tanya.gray@moat.co.uk)  
☎ 0300 323 0011

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In-person and online interview options and daytime or evening slots will be available. Our in-person interviews will be held at our head office: Moat, Mariner House, Galleon Boulevard, Crossways, Dartford, Kent DA2 6QE.

Being a Customer Advocate for Moat for the past couple of years has been a really collaborative experience. It's been engaging, varied and has opened the door for interesting conversation with a wide range of people. Home is important to everyone, and as part of this group I feel heard and understood. We are all individuals, and each bring something unique to the community.



**Jennifer**  
Moat Customer Advocate