

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 sector leading 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 is available on our website.

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.

Scrutiny Panel Member

Who is in my team?

Team	Customer Scrutiny Panel (CSP)
Updated	September 2025

What's my role?

Work collaboratively with other CSP members to make decisions and recommendations based on performance data, to present to Moats Customer and Communities Committee and Executive Team.

What am I accountable for?

1. Scrutinising service areas based on customer experience and holding the organisation to account for their decisions, performance and conduct where these relate to service delivery and impacts and outcomes for customers.
2. To use performance data, customer feedback, reality checking activities and other factors that may affect service standards to identify services for review.
3. Carry out service reviews and make recommendations to the Customer and Communities Committee or management on policies and procedures affecting the management of Moat and services delivered to its customers and their home. Reviews and recommendations shall be shared with the Customer and Communities Committee. The Panel will carry out a minimum of three reviews annually in line with the agreed workplan.
4. Maintain confidentiality regarding individuals or organisational information which is not in the public domain and is identified as confidential or could be regarded as harmful to the individual or Moat if it were to be widely known.

What do I need?

Essential

- Able to work with integrity
- Able to commit to attending meetings and training and be punctual
- Ability to be objective
- Good leadership skills
- Good organisation and time management skills with the ability to prioritise
- Good verbal and written communication skills
- Good listener
- Good interpersonal skills and ability to motivate others
- Able to stay calm under pressure
- Able to respect confidences
- Able to make sound decisions for the good of the Scrutiny Panel
- Good numeracy and budgeting skills
- Presentation Skills

Desirable

- Good numeracy and written communication skills
- Ability to demonstrate tact and diplomacy
- Assertiveness
- Good telephone manner
- Comfortable using a computer and receiving information by email
- Good organisational skills
- Good interpersonal skills
- Note taking skills
- Ability to understand graphs and data
- Knowledge and experience of social housing