

Your Job Description

At Moat, you'll embrace our social purpose, 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 social purpose is to provide safe and affordable home that make a real and lasting difference by supporting wellbeing, opening opportunities and helping our customers and communities thrive. 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 delivering safe, well-maintained homes supported by consistently great services. Everything we do focuses on delivering homes that build futures. 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.

Head of Engagement & Customer Voice

Who is in my team?

Team	Engagement & Customer Voice
Line Manager	Strategic Lead during Phase 1 set-up
My direct reports	To be defined

What's my role?

To be a key member of the Strategy, Performance and Engagement team. This role will design and embed the “customer voice” throughout the organisation, ensuring the customers shape decisions at every level of the organisation

To lead the implementation and delivery of Moat's Customer Engagement Framework, building the structures, relationships, and culture that put genuine customer voice at the heart of how Moat is run.

You will own delivery of the four-tier engagement model – from local groups and customer insight through to the Customer Advisory Panel and Customer Scrutiny Panel – and the direct connections between customers, the Executive, and the Board.

You will build and lead a new Engagement & Customer Voice team, recruit and induct the Customers required through the model, embed the ‘You Said, We Did’ approach across the organisation, and ensure Moat can evidence to colleagues, customers, and the Regulator of Social Housing that customer insight genuinely shapes decisions.

You will collaborate closely with executive leaders and peers across the organisation to ensure it is structured to achieve a C1 consumer regulation rating for engagement.

As a Senior Leader you will champion continuous improvement, high performance, customer satisfaction and shape and evolve the culture.

What are my key responsibilities?

- Provide strong, inspirational leadership across the directorate, working closely with Strategy and Performance peer to foster a culture of accountability, collaboration, innovation, customer focus, and high performance.
- An integral member of the Leadership Team responsible for ensuring the delivery of Moat's vision, values, and plan. Responsible for making sure the customer voice is embedded in teams decision making.
- Contribute to Executive leadership, Committee and Board discussions about customer engagement and insight (voice)
- Own and deliver the Customer Engagement Framework, including the four-tier engagement structure (local groups, customer insight, engaged customer/topic groups, and the Customer Advisory Panel (CAP) and Customer Scrutiny Panel (CSP)), ensuring each tier connects to the next and reports into formal governance.
- Recruit, induct, and support the Customer Advisory Panel and its Chair, and work with the Customer Scrutiny Panel to ensure both panels are diverse, well-supported, and genuinely influence strategy, policy, investment, and service decisions before they are made.

- Build and lead the Engagement & Customer Voice team, setting clear objectives and ways of working that grow Tier 3 engaged customer groups and Tier 1 local and regional forums.
- Own the 'You Said, We Did' log end to end – from capturing feedback and agreeing actions and owners, to publishing outcomes – and chair its quarterly review to ensure commitments to customers are tracked to completion.
- Establish and maintain the structural connection between customers and Moat's Board and Executive, including supporting the customer Board member, the customer seats on the Customer & Communities and Investment Committees, and the rotation of Board and Executive attendance at panels and estate inspections.
- Ensure every significant Board and Committee paper includes a robust customer insight section, reviewing papers ahead of meetings (alongside the CAP Chair) and requiring papers to be strengthened where customer evidence is insufficient.
- Work with the central insight team to ensure customer insight (performance data, sentiment, complaints, and hotspots) is presented clearly to the panels and Directors, with particular attention to under-represented and 'silent' customer voices.
- Drive an understanding and application of customer journeys to enhance customer experience, implementing metrics and feedback loops to continuously improve services.
- Ensure the organisation consistently moves from insight to action, providing oversight, challenge and direction so that improvements are delivered, owned and evaluated for impact.
- Lead the digital engagement platform and wider outreach activity to grow the number and diversity of engaged customers and ensure engagement opportunities are accessible to customers who are digitally excluded, have disabilities, or are from minority communities.
- Produce the Annual Customer Report and represent Moat's approach to customer voice externally, ensuring the framework provides the evidence the Regulator of Social Housing expects under the Transparency, Influence and Accountability Standard, and that it reflects Moat's commitments under the Together with Tenants Charter.
- Lead activity to support a customer centric culture putting customer at the heart of what colleagues do.
- 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.
- 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.

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.

What do I need?

Entry Requirements:

- Significant senior experience of customer engagement, customer voice, scrutiny, or involvement within a regulated sector such as social housing, health, or local government, including setting up or substantially developing an engagement or insight function.
- Working knowledge of the Regulator of Social Housing's consumer standards, particularly the Transparency, Influence and Accountability Standard, Tenant Satisfaction Measures, and the Housing Ombudsman's Complaint Handling Code, and an understanding of co-regulation.
- Experience recruiting, training, and supporting volunteer panels, boards, or scrutiny/advisory groups, including chairs, and ensuring diverse and representative membership.
- Strong written and verbal communication skills, with the credibility and confidence to engage and influence at every level, from individual customers to Executive Directors and the Board.
- A genuine, demonstrable commitment to equality, diversity and inclusion, and to reaching customers whose voices are not otherwise heard.

Fully Proficient Requirements:

- Proven track record of designing and embedding a customer engagement, customer voice, or scrutiny framework from the ground up, including governance structures connecting customers to Board and Executive level.
- Expert understanding of the social housing regulatory and policy landscape, including the Social Housing (Regulation) Act 2023, the consumer standards, and sector initiatives such as Together with Tenants, and able to translate these into a practical operating model.
- Demonstrable success building and leading a multi-disciplinary team, managing budgets, and commissioning or managing a digital engagement platform or equivalent technology.
- Confident using customer insight and performance data (including Tenant Satisfaction Measures) to triangulate evidence, identify under-represented voices, and brief senior stakeholders and the Board with authority.
- A relevant professional qualification (for example, CIH, customer experience, or engagement-related accreditation) and a commitment to continuing professional development, is desirable.