

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.

Service Excellence & Compliance Partner

Who's in my team?	
Team	Customer & Insight
Line Manager	Head of Service Excellence & Compliance
My direct reports	Performance Officers
Updated	February 2026

What's my role?
<p>To drive service improvement corporate compliance and a culture of performance in the best interest of customers across the Housing and Customer Experience Directorate by turning data into action, using sector benchmarking and current business performance measures to develop action plans to support senior leadership colleagues and their teams to drive continuous improvement and achieve corporate strategy goals.</p> <p>Specifically, you will lead the Service Excellence and Compliance Team to drive action from corporate insights such as key business performance measures and customer feedback as a basis for strategic and tactical decision making.</p> <p>The role will have particular focus on our approach to the operational review and delivery of processes, audit and risk actions, ensuring evidenced compliance with regulatory requirements.</p>
What am I accountable for?

- Lead and manage the Service Excellence and Compliance Team.
- Define, continuously improve and embed action from insights across the directorate that lead to improved customer experience.
- Work with the Heads of Service in analysing and interrogating data relating to their team's performance, to enable them to identify operational improvements.
- Ensuring systems are in place to identify root cause of housing management and Customer Service failures, providing support and advice to prevent reoccurrence.
- Utilise benchmark data to measure performance against that of sector peers, understand sector sentiment and analyse trends. Interpret and present data to support continuous improvement activity.
- Provide assurance on Directorate compliance against the Consumer Standards and internal audits.
- Lead work to support operational colleagues in analysing ways of working and provide guidance and support with improving customer experience
- Support the business with the embedding of our customer segmentation to ensure that the customer is central to transformation activity and service design by considering different customer needs. Design and lead on workshops with different colleague teams to put segmentation into a business context to help inform their approach to working with different customer groups.
- Conduct deep dive analysis to identify areas of improvement and present findings and make recommendations.
- Work closely with the data team to ensure the customer voice is considered in performance reporting and to help inform the prioritisation of data management and modelling to allow us to track improvements over time.
- Produce content for papers for board, the executive team and senior leaders and other committees such as the Customer and Communities Committee.
- 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:

- Thorough understanding of the social housing environment, including government policy and housing management challenges
- Ability to lead and manage others to deliver against defined objectives
- Detailed knowledge of data interpretation and reporting.
- The ability to draw on and use internal and external data sources such as governmental and other sources of relevant demographic data.

- Good written and verbal communication skills and the ability to synthesise and summarise complex data for non-technical audiences.
- Willingness to use initiative and make challenges the status quo.
- The ability to build and develop relationships across the organisation at all levels
- Knowledge of project management, supported by practical experience

Proficient Requirements:

- A demonstrable ability to share information pro-actively at a senior level, influencing positively and effectively and to contribute ideas from that information.
- A thorough understanding of Moat customer base.
- Detailed knowledge of Moat's product portfolio.
- Excellent abilities in reporting quantitative research and analysis findings.