

# 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.

# Head of Service Excellence and Compliance

## Who's in my team?

|                   |                                 |
|-------------------|---------------------------------|
| Team              | Customer and Insights           |
| Line Manager      | Director of Customer & Insights |
| My direct reports | Circa 5 Direct Reports TBC      |
| Updated           | September 2025                  |

## What's my role?

This is an exciting new role, and you will lead the development and ongoing ownership of a robust compliance and performance framework for the Customer and Neighbourhoods Directorate. Working closely with our Insight Specialists, you will harness customer feedback and data-driven insights to hold Heads of Service accountable for delivering an exceptional customer experience. You will coordinate the Directorate's audit action plans and Regulatory Self-Assessments, partnering with Heads of Service and managers to ensure actions are implemented with a clear focus on outcomes for customers. You'll also strengthen assurance across the Directorate by designing and delivering a targeted training programme that supports continuous improvement and compliance. In addition, you will play a key role in supporting the Director of Customer & Insight and the Director of Neighbourhood Services by coordinating and drafting governance reports and papers. Your work will ensure that performance, risk, and compliance are consistently visible and well-managed at the highest levels. This is a high-impact role where you'll be a critical peer across the Directorate - influencing, challenging, and supporting colleagues to drive service excellence and embed a culture of accountability and learning.

## What am I accountable for?

- Responsible for drafting governance papers by coordinating input from relevant Directorate Heads of Service, ensuring that these are provided on-time, and to the required standard.
- Influencing strategic planning and operational delivery by developing a performance framework that utilises Customer Insight and Performance Data with the aim to improve the quality-of-service delivery for our customers.
- Responsible for the reviews of high-risk/profile cases include Housing Ombudsman Case Reviews for the Directorate.
- Leading on the analysis, reporting and presentation of KPI/MI performance-based data and reporting to enable a focussed programme of continuous improvement activity and lessons learnt.
- Ensure a robust Training Programme is consistently delivered across the Directorate to ensure continuous Improvement of Operational Service Delivery.
- Responsible for the compliance with regulatory standards, working with Heads of service and their line managers to ensure compliance with regulatory requirements, coordinating the provision of relevant evidence.
- Leading on customer case reviews, agreeing scope with relevant Leadership lead assessing whether best practice, law, standards, corporate policies and procedures have been complied with and identifying learnings. Depending on the scope, a review may also include testing the effectiveness of key controls.
- Work with relevant teams from across MOAT to ensure that our teams have the systems, tools and support services that enable them to deliver high-quality levels of Customer Experience.
- Supporting and co-ordinating the formation and implementation of the Housing and Customer Team Plan
- Responsible for the management of local operational policies ensuring regular review and updates highlighting the impact of legislative changes as appropriate.
- Lead for Customer Experience internal audits, coordinating with external auditors and colleagues, agreeing the scope, providing full oversight to the business and take accountability for providing management responses, ensuring audit actions are delivered to timescale and working with local teams to build action plans as a result.
- Deputising for the Director of Customer and Insights
- 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
- Carrying out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.

## What do I need?

### Entry Requirements:

- A good standard of education, with excellent verbal, written and numerical skills
- A proven ability to influence senior stakeholders and customers, with confidence to challenge the norm
- Strong Report writing skills
- A level 4 housing qualification or willingness to work towards within a 2-year period
- Proven experience in developing and implementing performance and compliance frameworks within a complex service environment
- Strong understanding of regulatory requirements and audit processes, ideally within a social housing environment
- Demonstrable ability to use customer insight and performance data to drive service improvement and hold senior stakeholders to account
- Experience in drafting governance papers and reports for senior leadership or board-level audiences
- Experience in leading or coordinating training programmes that support compliance and continuous improvement.

- Strong analytical skills, with the ability to interpret complex data and present findings clearly to a range of audiences
- Proven ability to manage multiple priorities, work independently, and deliver high-quality outputs to tight deadlines
- Experience of line management, including coaching and developing team members.

**Desirable Experience:**

- Knowledge of Housing Ombudsman Scheme and Code, and experience in managing case reviews
- Experience in coordinating internal audits, including liaising with internal and external auditors
- Project management qualification or equivalent experience in managing cross-functional action plans
- Experience in deputising for senior leaders, including representing the Directorate at internal or external meetings