

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.

Who's in my team?

Team	Transformation
Line Manager	Insight Manager
My direct reports	N/A
Updated	December 2024

What's my role?

To support the Insight Manager to provide data driven insights through qualitative and quantitative research methods for the improvement on key business performance measures and customer feedback as a basis for strategic and tactical decision making. To effectively translate technical concepts into key insights and recommendations for both non-technical and senior audiences.

To co-ordinate and deliver activities to support the business to drive continuous improvement and provide customer-focused insights to achieve corporate strategy goals.

What am I accountable for?

- Working closely with the wider transformation team by planning and conducting insight analysis to ensure the customer is central to service design.
- Analysing customer feedback and/or internal and external data to provide detailed reporting to help the business understand the customer experience, identifying what is working well and customer pain points. Provide recommendations for action and work with the business and transformation team to prioritise these.
- Supporting the Insight Manager 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.
- Managing and developing Moat's in-house Real-Time Customer Feedback system delivering regular reporting providing insights covering the customer experience with our transactional touchpoints.
- Managing the delivery of tenant satisfaction measures surveys and liaise with the external survey supplier. Provide key data for performance and board reporting and support the insight manager in the ongoing analysis of the feedback to understand where improvements are required.
- Managing the data collection and validation of Housemark measures on a monthly and annual basis.
- Working closely and support the data team by identifying data requirements to help enrich existing data sets/ models and reporting.
- Designing and carry out primary research with customers and stakeholders including qualitative interviews, discussion groups and quantitative surveys.
- Contributing to industry initiatives and keep updated on sector news through groups and resources such as RUSH, Housemark, Inside Housing and the Housing Quality Network (HQN).
- Designing data visualisations and dashboards using systems such as CRM and Power BI.
- Preparing, cleaning and creating complex data sets to identify and interpret trends using various data sources including CRM, Data Warehouse, survey data, and

published external data. Applying statistical techniques using specialised software such as SPSS, R, or the market equivalent to inform priorities for ongoing service improvements.

- 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:

- A degree standard of education, with particularly strong statistical element and/ or professional equivalent (e.g. MRS Advanced Certificate).
- A good understanding of quantitative research methodologies and appropriate statistical analysis techniques.
- Professional/ practical experience of using SPSS or equivalent software (e.g. R/SAS/STATA) to undertake analyses and to provide appropriate advice and reporting of such techniques.
- Experience of applying statistical models to practical business situations / problems.
- An ability to effectively translate technical concepts into Insights readily digestible by non-technical/ senior audiences.
- Experience of project management and client liaison.

Proficient Requirements:

- Considerable experience of applying statistical models to practical business situations / problems.
- A good understanding of Moat, its customers, assets and the wider social housing environment/ sector.
- Advanced quantitative methods including regression modelling/machine learning techniques.
- Self-motivated with the ability to work without supervision, using their line manager as mentor rather than decision maker.
- An understanding / experience of working in a customer experience / satisfaction setting.