

# 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.

# Director of Procurement & Contracts

Who is in my team?	
Team	Procurement
Line Manager	Executive Director: Finance
My direct reports	Head of Procurement, 2 X Procurement Business Partners
Updated	April 2026

What's my role?
<p>The Director of Procurement &amp; Contracts is a strategic leadership role responsible for delivering a high-performing, business-partnering procurement and contract management function across the organisation.</p> <p>The postholder will drive value for money, commercial excellence, and service quality through robust procurement strategies, effective contract management, and strong supplier relationships.</p> <p>A key focus of the role is to support the organisation's strategic asset management and development ambitions by ensuring procurement and contracts enable high-quality, cost-effective investment, maintenance, and growth programmes.</p> <p>The role will also lead the development and mobilisation of key strategic and operational projects and programmes.</p>

What am I accountable for?
<p><b>Strategic Leadership &amp; Business Partnering</b></p> <ul style="list-style-type: none"><li>• Act as a trusted strategic business partner to the Executive Team, Directors, and Heads of Service across Strategic Asset &amp; Development, overseeing other partners relationships such as Property Services, Corporate Services &amp; Housing</li><li>• Provide commercial insight, procurement and commercial support to Moat's investment decisions, development schemes, and service delivery models</li><li>• Embed a proactive, solutions-focused procurement culture aligned to Moat's priorities, agreeing and embedding appropriate performance metrics</li><li>• Translate Moat's corporate strategy into a forward-looking procurement and contracts strategy that flows from the organisational objectives</li><li>• Ensure procurement supports and embeds appropriate levels of social value and sustainability, and upholds regulatory compliance</li></ul> <p><b>Procurement Strategy &amp; Delivery</b></p> <ul style="list-style-type: none"><li>• Develop and implement a 3–5 year procurement strategy aligned to Moat's business intentions</li><li>• Deliver measurable value for money, including against cashable and non-cashable savings targets</li><li>• Ensure all procurement activity complies with the Procurement Act 2023, and all other relevant legislation</li><li>• Drive standardisation, aggregation, and category management approaches</li><li>• Introduce innovative procurement routes and commercial models (e.g., frameworks, partnerships, alliances)</li></ul>

- Lead high-value and complex procurements, particularly in strategic asset and development

### **Contract Management & Performance**

- Establish and embed a contract management framework across the organisation
- Ensure all key contracts have clear KPIs, SLAs, and performance management regimes
- Drive continuous improvement in contract performance, service quality, and cost efficiency
- Implement consistent governance, reporting, and escalation processes

### **Supplier Relationship Management (SRM)**

- Develop and implement a structured SRM approach for strategic suppliers
- Build collaborative, outcome-focused partnerships with key contractors
- Monitor supplier performance, risk, and financial stability
- Lead regular strategic review meetings with key suppliers
- Drive innovation, social value delivery, and continuous improvement through supplier engagement

### **Strategic Asset & Development Support**

- Partner with Strategic Asset Management teams to support the delivery of efficient and high-quality maintenance, compliance, and investment programmes
- Support Development teams in delivering new build programmes through effective contractor and consultant procurement, where required under the Procurement act 2023
- Contribute to stock investment strategies and major works programmes as required

### **Financial & Value Delivery**

- Deliver annual procurement savings targets (cashable and efficiency-based)
- Ensure robust cost benchmarking and market testing
- Provide commercial input into budget setting and financial planning
- Track and report value delivered through procurement and contracts, ensuring optimal contract coverage.

### **Risk, Governance & Compliance**

- Ensure full compliance with all applicable procurement regulations and internal policies, including standard financial instructions and scheme of delegation
- Manage commercial and contractual risks effectively
- Maintain strong audit trails and governance processes
- Contribute to organisational risk management frameworks
- Ensure ethical procurement and transparency across all procurements

### **Leadership & Team Management**

- Lead, develop, and motivate a team of procurement and contracts professionals
- Build capability and strength in the business partnering approach, commercial acumen, and contract management
- Set clear objectives, performance standards, and development plans

- Promote a high-performance, business partnering culture with strong customer-focused ethic
- Ensure appropriate resourcing and succession planning

## **KEY DELIVERABLES & SUCCESS MEASURES**

The postholder will

- Support the organisation to deliver annual efficiency targets
- Drive measurable improvements in contract performance and KPI achievement
- Increase supplier performance ratings and reduced contract failures
- Successfully implement a structured SRM framework
- Deliver asset and development programmes within budget and quality expectations
- Improve stakeholder satisfaction with procurement services, measured through surveys and / or internal market testing with customers / operational teams
- Ensure audit recommendations are implemented promptly to achieve positive outcomes and maintain full regulatory compliance.
- Design all procurement activities to incorporate measurable social value and sustainability outcomes
- Carry out work in line with Moat's:
  - 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
- Keep accurate records and manage all data in accordance with Moat's Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.
- 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.

## **What do I need?**

### **Essential:**

#### **Experience**

- Significant senior leadership experience in procurement and contract management
- A proven track record of delivering substantial savings and value for money
- Experience operating in a business partnering model and of the effective management of teams working this way
- Extensive experience managing complex, high-value contracts
- Experience within housing, construction, property services, or public sector environments
- Demonstrable experience in asset management and/or development procurement
- Experience of supplier relationship management at a strategic level
- Experience leading and developing teams

#### **Skills & Knowledge**

- Strong commercial acumen and negotiation skills
- Deep knowledge of public procurement regulations and best practice

- Expertise in contract law and contract management frameworks, and knowledge of construction related contracts – JCT, NEC etc.
- Ability to influence and challenge senior stakeholders
- Strong financial and analytical capability
- Excellent communication and presentation skills
- Strategic thinking with ability to translate into delivery

#### **Qualifications**

- Degree or equivalent experience
- Member of the Chartered Institute of Procurement and Supply (MCIPS)

#### **Desirable:**

##### **Experience**

- Experience in housing association or local authority context
- Experience of transformation or change programmes

##### **Skills & Knowledge**

- Knowledge of strategic asset management systems and lifecycle costing
- Understanding of development finance and delivery models
- Familiarity with social value frameworks

#### **Qualifications**

- Relevant professional qualification in construction, housing, or commercial discipline

#### **Leadership & Behaviours**

- Strategic and forward-thinking
- Collaborative and partnership-oriented
- Results-driven with strong accountability
- Resilient and adaptable in a changing environment
- High integrity and commitment to ethical standards
- Customer-focused with commitment to service excellence
- Fosters an open, approachable environment and supports team development through a coaching-led approach.

#### **ADDITIONAL REQUIREMENTS & BEHAVIOURS**

- Commitment to equality, diversity, and inclusion
- Commitment to sustainability and social value
- Willingness to travel as required
- Flexibility to support organisational priorities

#### **SUMMARY**

This role is critical in ensuring that the Procurement and Contracts team acts as a strategic enabler for the organisation, delivering value, quality, and innovation across Strategic Asset Management, Development, Corporate Services and Housing Management Services.

The successful candidate will combine strong commercial expertise with a collaborative business partnering approach to drive measurable outcomes and long-term organisational success.

