

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 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 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.

Performance Officer

Who's in my team?

Team	Service Excellence and Compliance
Line Manager	Service Excellence Partner
My direct reports	N/A
Updated	August 2026

What's my role?

To support the development of compliance, service improvement, performance and policy across Housing and Customer services (including performance management information) to support the delivery of a focused, compliant and quality service.

What am I accountable for?

- Devise reports and analyse information in order to comply with statutory and non-statutory performance reporting needs.
- Identify, collect, process, interpret and visualise performance information from a range of diverse sources to enable improved operational and strategic decision making.
- Assist as necessary in the development and roll out of new performance management frameworks.
- Ensure that customer satisfaction is at the heart of all service improvements and areas of underperformance are challenged.
- To be involved in customer focus groups, discussions with our customers and advocates to understand and drive improvements.
- Promote a culture of continuous improvement and data-driven decision-making and provide training and/or mentoring to develop the capability of colleagues in these areas.
- Collaborate with colleagues to produce performance reporting on behalf of neighbourhoods.
- Complete process maps, standard operating procedures and policy and procedures collaboratively with colleagues and customers.
- 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:

- An understanding of the regulatory framework and good practice within the housing sector.
- Strong numeracy skills, experienced at data manipulation and highly analytical. ideally advanced Microsoft Excel skills/power BI.
- Great communication skills, confident in writing reports, preparing presentations and visual information. Confident in delivering presentations to a variety of audiences.
- Great interpersonal skills, able to build trusting relationships with colleagues, customers and stakeholders.
- Professional curiosity and ability to solve complex problems and spot trends, while generating solutions in a fast-paced environment.
- Passion and enthusiasm to drive and deliver business improvement, a “can do” attitude is essential, engaging in a culture of continuous learning and development.

Proficient Requirements:

- A thorough understanding of landlord, leasehold and tenant legislation and best practice in the field, in relation to all tenure types
- Experience of managing risk, issues and dependencies within a complex programme.
- Housing qualification.
- Project Management qualification.