

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 Data and Technology

Who's in my team?	
Team	Data & Technology
Line Manager	Executive Director of Customer Experience
My direct reports	Head of IT Services, Head of Data & Business Systems, Senior Architect
Updated	December 2024

What's my role?
To provide the strategic leadership and direction to Moat's digital services and digital transformation that will transform our customer service and enable the business to implement flexible, innovate and modern ways of working.
What am I accountable for?
<ol style="list-style-type: none">1. Provide visible, inspiring and engaging leadership, direction and decision making for the IT teams by empowering and motivating them to make a positive difference2. Develop and lead on the delivery of a digital/technology strategy to drive digitalisation, minimise customer effort and maximise organisational efficiency3. To work collaboratively with the Senior Leadership Team (SLT) to ensure that the information systems and technology provides the required service standards and meets the needs of the business and individual customers4. Provide pro-active expert professional advice to the Board, Executive Team (ET), SLT and employees as required5. Lead the implementation of current programmes and identify future projects required to support the corporate, transformation and digital strategies, including operational objectives6. To manage Moat's investment in systems, hardware and software to provide best value. This includes the:<ul style="list-style-type: none">• specification and procurement of new systems• monitoring of equipment and supplier performance• continuous evaluation of licences and maintenance contracts7. Support the business with the ongoing evolution and improvement of all digital and IT systems8. Work with internal and external stakeholders to deliver a responsive, solution focused service to the business that embeds Moat's culture and drives continuous improvement and ultimately drives value for our customers

9. Be the data lead at Moat, championing data management, and being responsible for effective data management through the creation and delivery of a data strategy and leading the data steering group
 10. Lead on the cultural change on how we collect and use data to become predictive, pro-active data driven organisation, using up to date technology including RPA and AI.
 11. Ensure that all of Moat's systems, information and data are adequately secure, protected and well managed by appropriate cyber and internet security, enterprise risk management systems and policies. This will also include supporting and enabling GDPR compliance and regulatory requirements
 12. Develop and maintain a Business Continuity plan for Moat to ensure that we are protected from major incidents and disasters
1. Develop and manage the IT budgets, determining resource requirements to implement the most cost-effective business model
 2. Support an open and transparent risk management culture, and have responsibility for identifying, reviewing, and managing risks.

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:

- Educated to degree level / post graduate qualification or equivalent experience at Senior Leadership Team level
- A relevant management qualification
- A PRINCE2 project management qualification
- Ability to enthuse, lead, develop and motivate people, as well as lead by example, with a strong track record of developing high-performing teams, and championing adoption of best-in-class tools and approaches
- Experience of using a hands-on approach to effectively lead, plan, develop and implement strategies to drive and manage successful projects
- Experience of operating as part of a leadership team/senior level including working alongside boards and committees

- Excellent IT skills with the ability to champion the optimisation of the use of IT and other new technology
- Resource management, with the skills to influence results through maximisation of available resources and budgetary management
- Well organised, analytical, motivated to learn and excellent in problem solving
- Excellent interpersonal and communication skills, with exceptional networking skills and the ability to liaise with people at all levels within the company
- Able to produce compelling reports on complex issues
- Good understanding of RDBMS, operating systems, telecommunications and telephony
- Experience of developing and successfully implementing a digital strategy
- Knowledge of a range of technologies and ability to successfully implement new systems and technologies
- Good understanding of the issues relating to system interfacing

Proficient Requirements:

- Appreciation of systems issues as they apply to the social housing sector
- More detailed knowledge of one or more from – Microsoft server, Desktop, Office, Database software, BPR