

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.

Service Excellence Officer

Who's in my team?	
Team	Customer & Insight
Line Manager	Service Excellence Partner- Housing & Customer Experience
My direct reports	None
Updated	April 2026

What's my role?

The Service Excellence & Compliance officer is responsible for reviewing service performance, identifying improvement opportunities, and supporting the Housing and Customer Experience Directorate to deliver consistently excellent customer experiences. The role works across the Housing and Customer Experience Directorate to drive operational efficiency, strengthen compliance, and embed continuous improvement.

The role will have particular focus on our approach to the operational delivery of processes, audit and risk actions and ensuring our operational compliance to regulatory requirements.

- What am I accountable for?**
- To lead work to support operational colleagues in analysing ways of working and provide guidance and support with improving customer experience
 - Support service improvement projects across the directorate
 - Work with Officers, Managers and Heads of Service in reviewing data relating to their team's performance, to enable them to identify operational improvements.
 - Support the business with the embedding of our customer segmentation to ensure that the organisation is considering different customer needs.
 - Conduct deep dive reviews and case studies to identify areas of improvement and present findings and make recommendations.
 - Supporting the department with any ad hoc admin duties, linking in with our Training and Customer Engagement teams
 - Maintaining and renewing departmental policies and process documents
 - Support the Head of Service Excellence & Compliance with internal audits, compliance review and risk mitigation activities.
 - Track and manage actions across the directorate arising from audits, service reviews and governance groups
 - Communicate improvement initiatives clearly and promote service excellence across the organisation
 - 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:

- Understanding of social housing environment and housing management challenges
- Customer focussed
- Proven experience in service improvement, operations, compliance, quality assurance or similar roles.
- The ability to draw on and use internal and external data sources
- Good written and verbal communication skills and the ability to synthesise and summarise complex data for non-technical audiences.
- High attention to detail with a focus on service quality and compliance
- Willingness to use initiative and make challenges the status quo.
- The ability to build and develop relationships across the organisation at all levels
- Knowledge of project management, supported by practical experience

Proficient Requirements:

- A demonstrable ability to share information pro-actively at a senior level, influencing positively and effectively and to contribute ideas from that information.
- A thorough understanding of Moat customer base.
- Excellent abilities in reporting