

# 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.

# Transformation Programme Manager

## Who is in my team?

Team	Transformation
Line Manager	Head of Delivery & Change
My direct reports	N/A
Updated	1 June 2026

## What's my role?

To lead the delivery of two key strategic programmes that will improve how we deliver our core services to our customers, playing a critical part in turning the strategic ambition behind high level operating visions into tangible delivery plans that create positive customer outcomes and achieve lasting organisational impact. To translate these operating model visions into delivery, engaging with our colleagues to influence and shape direction, owning programme execution across scope, schedule, cost, and quality.

Bringing a structured and disciplined approach to programme management, establishing robust governance frameworks, managing risks and dependencies, and ensuring clear reporting and oversight. Building strong stakeholder relationships, influencing across all levels of the organisation, and driving alignment to ensure a cohesive and coordinated approach to delivery.

## What am I accountable for?

### Key Responsibilities

- Lead the end-to-end delivery of complex programmes from initiation through to implementation and evaluation.
- Translate strategic objectives into clear, actionable plans with defined outcomes and measurable benefits.
- To lead governance, establishing and maintaining effective programme governance, including risk management, reporting, and decision-making frameworks.
- Manage a complex network of interdependencies across multiple workstreams, teams, and business areas.
- Develop and maintain integrated programme plans, ensuring alignment of milestones, resources, and deliverables.
- To work closely with senior leaders and engage collaboratively with cross-functional teams to shape programme direction, build delivery plans, and drive execution.
- Produce high-quality reporting for senior stakeholders, maintaining transparency on progress, risks, and performance.
- Engage and influence stakeholders at all levels to build alignment, commitment, and momentum to ensure a cohesive, organisation-wide approach.
- Drive change adoption and support the embedding of new ways of working across the organisation.
- Ensure delivery aligns with regulatory requirements, organisational priorities, and best practice standards.
- Promote continuous improvement, capturing and applying lessons learned to enhance future delivery.

- Be accountable for ensuring programmes are delivered on time, within scope and budget, and to a high standard of quality, while maintaining a strong focus on outcomes and benefits realisation.
- 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
- 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.
- 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?

#### Entry Requirements:

- Proven track record delivering complex, multi-workstream programmes.
- Experience implementing operating models and organisational change.
- Strong stakeholder management, including influencing senior leadership.
- Ability to manage ambiguity and deliver in a fast-paced environment.
- Relevant programme/project management qualification (e.g. PRINCE2, Agile, PMP).

#### Proficient Requirements:

- Housing Experience is desirable.