

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 sector leading 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 is available on our website.

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 & Compliance Partner

Who's in my team?	
Team	Property & Assets
Line Manager	Head of Service Excellence & Improvement
My direct reports	None currently
Updated	February 2026

What's my role?
<p>To drive service improvement, regulatory compliance, and a strong performance culture across the Property & Assets Directorate by transforming data into meaningful insights that deliver positive outcomes for customers. This includes applying sector benchmarking, business performance measures, and learning from complaints and audit reviews to develop actionable plans that support senior leaders and their teams in achieving continuous improvement and delivering corporate strategic goals.</p> <p>You will lead the translation of data into insight utilising key performance measures, operational data, complaints, and customer feedback, to inform strategic and tactical decision-making.</p> <p>The role will focus on strengthening process delivery, ensuring audit and risk actions are completed effectively, and demonstrating robust, evidence-based compliance with all regulatory requirements.</p>
What am I accountable for?

- Define, continuously improve, and embed insight driven actions across the directorate to enhance performance and deliver better customer outcomes.
- Work with Heads of Service to analyse and interrogate their team's performance data, enabling them to identify operational improvements and strengthen service delivery.
- Collaborate with teams across the directorate to understand reporting requirements and ensure the right systems, data flows, and reporting tools are in place, creating a consistent, joined up, and insight driven approach to performance and compliance.
- Ensuring systems and processes are in place to identify the root causes of service failures, providing support and guidance to prevent reoccurrence.
- Use sector benchmarking to understand performance against peers, track sector sentiment, analyse trends, and interpret findings to inform continuous improvement activity.
- Gather evidence to provide assurance on directorate compliance against the Consumer Standards and internal audit recommendations.
- Monitor and report on Awaab's Law compliance, working collaboratively across the organisation to identify risks, inaccurate record-keeping, and address any non-compliance, embedding a consistent approach that strengthens assurance and delivers a better customer experience.
- Lead work to support operational teams in reviewing ways of working, offering guidance to improve processes and drive better customer experience.
- Conduct deep dive analysis to identify areas for improvement, present findings, and make evidence-based recommendations.
- Work closely with the data team to develop performance reporting and prioritise data management and modelling activity, enabling effective tracking of improvements over time.
- Produce content for papers for board, the executive team and senior leaders and other committees such as the Customer and Communities Committee.
- 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:

- Thorough understanding of the social housing environment, including government policy and a good understanding of property & assets.
- Ability to lead and manage others to deliver against defined objectives.
- Detailed knowledge of data interpretation and reporting.

- The ability to draw on and use internal and external data sources such as governmental and other sources of relevant demographic data.
- Good written and verbal communication skills and the ability to synthesise and summarise complex data for non-technical audiences.
- Willingness to use initiative and make challenges to 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 profile and customer base.
- Excellent abilities in reporting quantitative research and analysis findings.