

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.

Senior Governance & Compliance Officer

Who is in my team?	
Team	Governance & Compliance
Business Area	Head of Governance
Line Manager	None
My direct reports	December 2024

What's my role?
To oversee governance support in connect with the Board and sub-committees. To help in the monitoring and control of governance and compliance activities throughout Moat and its subsidiaries.
What am I accountable for?
<ul style="list-style-type: none">• Providing high quality support services to the Board and Executive, including the preparation and timely distribution of agenda, attendance at Board and Committee meetings, production of minutes and ensuring board administrative systems are maintained.• Capturing accurate matters arising from the meetings of the Board, Committees and working groups, distributing in a timely manner and ongoing monitoring for completion.• Providing the secretariat for various Board and Executive meetings including preparing agendas, collating and distributing papers, taking minutes and recording actions and decisions.• Taking the lead with monitoring the reporting of the Group's legislative requirements, including Money Laundering, Whistleblowing Bribery Act, Anti-fraud and Consumer Credit Act.• Taking the lead with the statutory administration of Moat and its subsidiaries, including the maintenance of statutory records, timely and appropriate filings with Companies House, HMRC and the FCA.• Taking the lead on ensuring that governance documents, key policies and company registers (including directors register, shareholders register and declarations of interest) are maintained.• Acting as main point of contact for any sealing requirements and maintain accurate data for presentation at relevant meetings.• Maintaining the team inbox and CRM and distribute enquiries effectively and in a timely manner.• Leading on training of Governance & Compliance Officers and setting high standards for the team.

- Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.
- 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:

- Absolute discretion when dealing with highly confidential and sensitive information
- Experience in supporting colleagues at all levels, including Executive and Board members.
- Experience in case management and cross-departmental engagement
- A good standard of education with a high level of proficiency in written English
- Articulate and professional in verbal communication
- Previous experience in producing minutes ensuring a high level of accuracy
- General awareness of regulatory framework for social housing
- Understanding of good governance practices within a regulated environment
- Advanced use of MS Office suite, particularly MS Word
- Proficient in office administration – organising systems, records and files

Proficient Requirements:

- A strong proficiency in minute taking
- Fast typing speed and expertise in the production of a wide range of business correspondence and paperwork
- The ability to act with maturity, professionalism and discretion
- Sound knowledge of regulatory and governance framework for Housing Associations
- The ability to act with maturity, professionalism and discretion
- Excellent understanding of legal requirements relating to governance
- Good knowledge and understanding of the Data Protection Act and its practical implications