

# 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.

## Who is in my team?

Team	Governance
Line Manager	Executive Director Governance & Compliance
My direct reports	Senior Governance & Compliance Officer Governance Officer Data Protection Co-ordinator Data Governance Co-ordinator Data Governance apprentice
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## What's my role?

To support the Board and Executives deliver the Governance and Compliance Framework. This includes overseeing a high-performing secretariat and data protection service and embedding governance best practices across the organisation.

## What am I accountable for?

- Shaping and driving the Governance Framework ensuring alignment with Moat's organisational goals and values.
- Overseeing compliance with regulatory requirements and monitoring emerging risks, reporting these to the Executive Team and the Board.
- Supporting regulatory engagements and strategic partnerships related to governance.
- Leading the submission of all corporate returns and statutory filings, ensuring timely and accurate compliance.
- Acting as a trusted adviser to the Executive Team and when required, the Board, providing strategic advice on governance, compliance, and risk management. Deputising for the Company Secretary in their absence.
- Supporting the Data Protection Officer to establish and maintain Moat's compliance frameworks for Data Protection ensuring robust systems and processes and deputising as the DPO in their absence,
- Establish and maintain Moat's compliance frameworks for Whistleblowing, Bribery Act, Anti-fraud, and Consumer Credit Licence.
- Managing the coordination of Board and Committee work plans and ensuring the delivery of exemplary secretariat services.
- Driving innovation and continuous improvement in governance practices, incorporating external best practices and new regulatory requirements.
- Promoting Moat's governance credentials externally, including oversight of communications related to the Board and Committees.
- Leading on governance elements of mergers, acquisitions, and major organisational projects, ensuring integration of best practices and compliance.
- Overseeing the management of statutory registers and declarations of interest exercises at Board and Committee levels.
- Enhancing Moat's governance knowledge base through staff development and training across the organisation.

- Leading the induction and ongoing development programs for Board members.
- Supporting the annual Board strategy day and overseeing its effective delivery.
- Ensuring your teams compliance with risk, health & safety, and policy requirements.
- Overseeing data governance processes, ensuring Moat's compliance with legislation and best practice, while promoting a culture of accountability.
- Supporting the Executives and Board to maintain a strong relationship with the Regulator for Social Housing and other external stakeholders, ensuring Moat's governance profile is exemplary.
- Keeping accurate records and manage directorate 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.
- Supporting the other functional Heads of service to deliver their program of work within the Governance 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

- A degree-level qualification or equivalent professional governance qualification (Chartered Governance Institute is desirable)  
or
- Significant demonstrable experience in governance or as a Company Secretary within public, private, or not-for-profit sectors.
- Qualification in Data Protection or demonstrable experience in supporting a data protection framework
- An understanding of risk management and its application in governance best practice
- A thorough understanding of regulatory frameworks in the social housing sector.
- Expertise in data protection legislation and its organizational impact.
- Demonstrated ability to influence at Board and Executive levels.
- Proficiency in IT systems, including advanced use of Microsoft Office.
- Proven track record of leading teams and managing change effectively.

### Proficient Requirements:

- Advanced knowledge of data protection and governance best practices.

- An ability and willingness to stay ahead of emerging governance trends through ongoing professional development.