

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

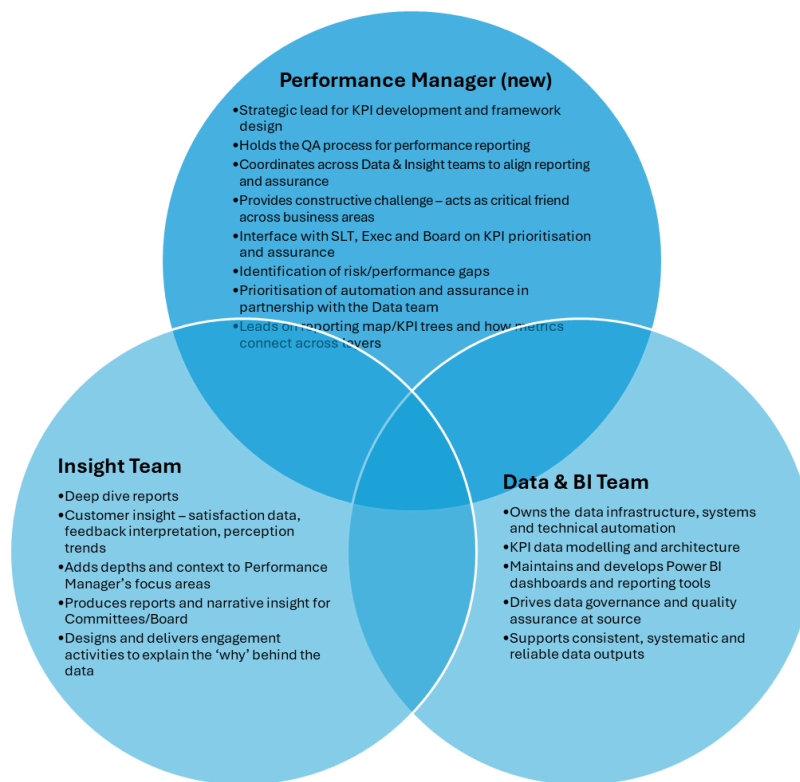


We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Performance Manager

Who's in my team?	
Team	Governance & Compliance
Line Manager	Head of Strategy & Policy
My direct reports	None
Updated	May 2025

What's my role?
<p>As Performance Manager within Moat's Governance & Compliance team, you will support the Head of Strategy and Policy and the wider organisation by leading the development and coordination of a robust corporate performance framework that enables strategic oversight, regulatory assurance and improved service delivery.</p> <p>You will develop meaningful performance narratives and work closely with the Data & BI team, who are responsible for the technical infrastructure, automation and reporting tools that underpin performance information. You will also work in partnership with the Insight Team, who lead on data collection, customer feedback and deep-dive analysis to provide narrative content and help explain the 'why' behind performance trends.</p> <p>Your focus will be on defining, governing and interpreting organisational performance to ensure alignment with Moat's strategic goals, policies and regulatory requirements.</p> <p>You will act as a critical friend across the organisation, providing quality assurance, challenge and support to colleagues who produce and interpret data – ensuring that performance information is consistent, reliable and fit for purpose.</p> <p>You will embed a culture of joined-up, insight-led performance management by aligning fragmented reporting, promoting data integrity and helping ensure there is a clear 'golden thread' connecting strategic objectives to operational delivery and measurable outcomes.</p> <p>This is a challenge-led, high-influence role, requiring someone who can connect the dots between data, delivery and outcomes – always asking whether the metrics we use are meaningful, accurate and useful for decision making.</p> <p><i>This role sits at the intersection of Moat's Governance, Data and Insight functions – providing coordination, challenge and alignment across the three disciplines as demonstrated in the diagram below.</i></p>



What am I accountable for?

- Owning and developing Moat's corporate performance framework, ensuring it clearly links policy, strategy and delivery - creating a golden thread from high-level objectives through to operational metrics.
- Work collaboratively with the Data & BI Team to ensure KPIs, metrics and reporting align with Moat's technical infrastructure – producing consistent, accurate and meaningful outputs across governance and operational report.
- Partnering with the Insight Team to ensure insights, customer feedback and thematic analysis are integrated into performance reporting and assurance processes.
- Mapping and managing the full reporting ecosystem (e.g. KPI trees), clarifying how performance data flows between levels and how it supports strategic oversight and regulatory compliance.
- Providing quality assurance and challenge across performance and reporting layers (e.g. Board, Executive, SLT), helping ensure that reported data is reliable, consistent and contextually accurate.
- Supporting assurance for business health metrics, ensuring measures are governed well and interpreted consistently – working closely with the Data Team on accuracy, automation and change control.
- Leading on KPI definition and change control, working with the Data & BI Team to document metrics, manage version history and communicate any changes transparently.
- Developing and managing a consistent process to assess whether new metrics are needed and whether existing metrics should be changed or removed – ensuring all

proposed changes feed into appropriate governance and IT change request channels.

- Where appropriate, constructively challenging requests that may dilute or distort the overall performance narrative, in coordination with the Data Team on the change request process.
- Collaborating with the Insight Team on deep dive reports and analysis, using customer insight to understand emerging performance issues and inform strategy.
- Ensuring dashboards and reporting packs provide both operational detail and strategic oversight, and that they reflect the priorities identified through the performance framework.
- Explaining how KPIs relate to outcomes and ensuring the performance framework reflects joined up thinking across governance, delivery, compliance and customer impact.
- Tracking and explaining changes to metrics or methodologies, helping to maintain trust and continuity in how performance is interpreted internally and externally.
- Contributing to the development of corporate strategy and policy by providing insight into performance trends, risk areas and delivery progress.
- Promoting alignment between policy intent, performance delivery and compliance, working across functions to integrate insight into governance and assurance processes.
- Collaborating across business functions (e.g. Audit, Risk, IT, Complaints) to integrate insight and improve alignment between performance, compliance and assurance.
- Working with the Data Team to leverage tools like Power BI for insight generation and strategic decision-making. While the Performance Manager will interpret and govern KPIs, the Data Team retains responsibility for developing and maintaining BI tools, reports and automated dashboards.
- Supporting benchmarking activities and ensuring internal KPIs are positioned in a wider context.
- Ensuring adherence to data protection principles in the design and delivery of performance reporting.
- Contributing to cross-organisational projects and strategies, ensuring performance insight is a core part of wider governance.
- Upholding Moat's values and frameworks, including around data governance, confidentiality, equality, and health and safety.

What do I need?

Entry Requirements:

- Degree-level qualification or equivalent experience in a relevant field (e.g. data analytics, performance management, public administration, strategy).
- Experience developing and managing performance frameworks in a complex or regulated organisation.
- Strong working knowledge of data management, analysis and visualisation tools.
- Experience with regulatory reporting, governance and compliance processes.
- Demonstrable ability to engage and influence stakeholders, including senior leaders, in using data for decision-making.

Proficient Requirements:

- Advanced analytical skills and the ability to interpret and draw insights from complex datasets.
- Ability to connect performance measures to organisational outcomes and strategic priorities.
- Confidence producing high-quality reports and dashboards that balance detail with clarity.
- Experience working across departments to align performance insight, drive follow-through and embed a culture of accountability.
- Proactive mindset with strong coordination, problem-solving and follow-up skills - an ability to keep momentum and drive progress.
- Familiarity with strategic planning cycles, risk frameworks and assurance practices.
- Knowledge of the housing sector or a similarly regulated service environment is desirable.