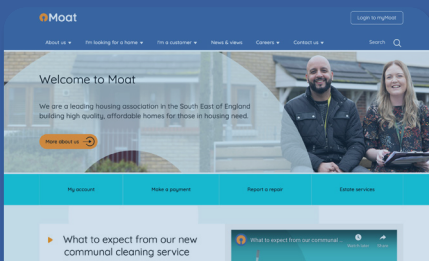


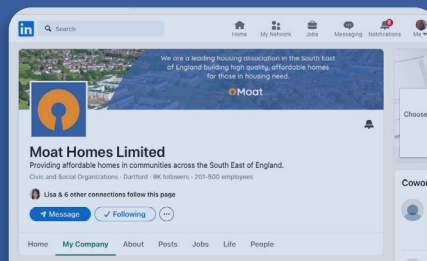
We're looking for a

Director of Governance and Assurance

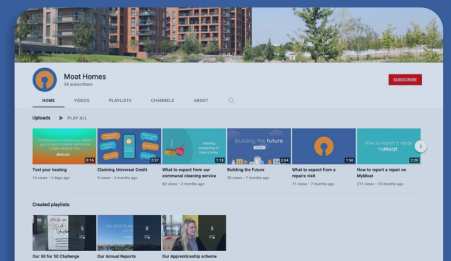
Join our team!



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Have a watch of YouTube



Hello!

We're
proud to
be a

THE SUNDAY TIMES
**T Best Places
to Work 2024**
BIG ORGANISATION

It's an exciting time to join Moat! We're here to open doors to better lives and are in our second year delivering our corporate strategy which is all about being customer pioneers and proactively making things better for the customers we serve.

We have great plans lined up to invest in customer services, ways of working, improving our existing homes and building new ones. Our Executive Team is driven by our customer pioneer strategy, and we're looking for the right person to help us deliver our ambitions successfully.

Moat is a great place to work, and we've just been announced as one of The Sunday Times Best Places to Work for the second year running. We were selected for this accreditation based on the feedback our colleagues shared in our recent People Engagement survey. In this survey, we were scored across different aspects of workplace culture, including inclusivity, employee wellbeing and leadership. I can attest to that welcoming spirit at Moat, and how eager the organisation is to build on the good work we're already doing.

We're looking for a forward-thinking Director of Governance and Assurance who can bring leadership, strategic thinking and planning so that we can build a strong Governance and Assurance function that will support the rest of the business well. This will ensure we can develop our corporate strategy and provide a great customer and colleague experience. We're looking for someone who will not only have influence across Moat, but also have an eye on the future, and will challenge themselves, Moat, and the Senior Leadership and Executive Teams. You'll need to be ambitious, have an energetic and enthusiastic approach, and have a track record of delivering and driving innovation and continuous improvement.

You'll have considerable experience at senior leadership level of steering governance and overseeing risk and assurance, strategy, policy and inclusion functions. You'll be data-driven and be able to support Moat in adhering to governance policies and regulations to support customers and employees and minimise risk. You'll build a reputable and customer-focused Governance and Assurance department that is fit to support us through our

governance journey. You'll also be a strong player in the Senior Leadership Team, a collaborator and someone with outstanding communication skills who'll keep the business well informed.

If you fit the bill, I look forward to hearing from you and learning more about what you can bring to the role and to our customers and colleagues.



Gloria

Gloria Yang

Executive Director of Finance

If you are interested in applying, please head over to moat.co.uk/careers to submit an online application form by: Wednesday 12 June 2024.

Interviews to be held on:

- Tuesday 18 June 2024

Main purpose of the job and the reward.

Main purpose of job:

- Be accountable for business assurance activities to ensure appropriate risk management, legal, regulatory and governance arrangements are in place to protect and sustain the business.
- Work collaboratively with the Executive Director: Finance to promote and deliver robust risk management in line with best practice.
- Act as the internal expert on governance, regulatory and legal compliance, working with the Board, Executive and Senior Leadership Teams to ensure that the highest standards of governance are met, supported by appropriate policy and procedural guidance.
- Develop, and ensure compliance with a robust governance framework for strategies, policies and procedures.
- To act as the Data Protection Officer and Company Secretary.
- Help identify priorities and align resources to meet the strategic and operational objectives set out in the Corporate Strategy.
- Support Moat's business continuity arrangements.
- Provide oversight and challenge in the co-ordination of the annual self-assessment of compliance with the Regulatory Standards, Moat's Code of Governance and Code of Conduct for Board Members.
- Ensure strategies, policies, procedures and service agreements are regularly reviewed and revised in line with best practice and Moat's governance framework.
- Support the Board in succession planning, recruitment, induction, training, and performance appraisal.
- Be a key point of contact for the RSH on regulatory issues.
- Oversee the filing of all regulatory returns for Moat and its subsidiaries.
- Ensure compliance with relevant legislation including UK GDPR, Money Laundering, Whistleblowing, Anti-Bribery, Anti-Fraud, FCA consumer credit legislation.
- Be the designated person in respect of regulatory and compliance obligations such as Data Protection Officer and Whistleblowing Officer.

Key tasks:

Governance

1. Promote high standards of corporate governance ensuring Moat meets its legal, governance and regulatory obligations:
 - Update company rules, standing orders, terms of reference, schemes of delegations and codes of governance for Board consideration and approval.
 - Keep up to date with regulatory changes and provide reports on changes that affect Moat to the Executive Team and Board. Offer expert advice on policies and procedures for effective compliance.
 - Monitor and ensure compliance with the requirements of the Data Protection Act and GDPR, and be the lead contact with the ICO.
 - Ensure Statutory Accounts and Annual Reports contain appropriate and accurate information in relation to Board and Governance requirements.
 - Ensure the accuracy of information about Moat's Board and governance arrangements on Moat's website.
 - Consider how best to support the business with the provision of legal services and advice.

Company Secretarial

2. Facilitate effective functioning of the Board by:
 - Being appointed to act as Company Secretary.
 - Overseeing the effective secretariat of the Boards and Committees to meet the needs of the organisation, board members and legislative / regulatory / governance requirements.
 - Anticipating the needs of non-executive directors.
 - Providing co-ordinated support to Chair and non-executive board members.
3. Win the confidence of and act as a confidential sounding board for the Chair and other Board members:
 - Advise on the setting of the forward agenda for the board.
 - Provide a discreet but challenging voice in Board deliberations.
 - Advise on the recruitment, induction, appraisal, reward and development of Board members.
 - Advise on developing the performance of the Board as a whole.
4. Oversee the Statutory administration of Moat and its subsidiaries including:
 - ensuring statutory records are maintained (including directors register, shareholders register, etc).
 - ensuring timely and appropriate filings with Companies House, HMRC, and FCA.

Risk and Assurance

5. Oversee Moat's risk management framework.
6. Manage an effective internal audit programme, tendering and monitoring the appointed Internal Auditor's performance.
7. Champion risk management, assurance and effective internal controls throughout the business, including as part of key business process changes.
8. In conjunction with the Executive Director: Finance, ensure that:
 - a high standard is achieved in managing Moat's risk management activity.
 - Moat's assurance statement sign-off process is operating effectively.
9. Oversee assurance processes, promoting the benefits of assurance and embedding awareness throughout the business.
10. Oversee and support the coordination of Moat's business continuity arrangements to ensure effective plans are in place and routinely tested.

Strategy and Policy

11. Oversee Moat's governance framework for strategies, policies and procedures.
12. Monitor the external environment, horizon scanning, assessing development in government policy at national and local level, as well as changes in guidance and best practice issued by regulators, professional associations, membership groups and other bodies.
13. Ensure that expert advice and guidance is delivered to develop and implement strategic policies, practices and action plans.
14. Lead on our strategy and reporting in relation to Environmental, Social and Governance objectives.
15. Work with the Insight Team to ensure that we have actionable insight to shape our response to the current and evolving local and national policy environment, disseminating results and recommendations to drive service improvements.
16. Establish processes, channels and networks to ensure Moat is able to respond to external influences.
17. Ensure that Moat has appropriate policy framework in place to meet regulatory requirements and to assist the organisation with its operational goals.

Leadership and management

18. Lead the Team and promote cross-departmental working and relationship building.
19. Set annual budget and monitor budgetary performance, and provide timely forecast.
20. Provide support through objective setting, appraisal and personal development plans to all direct reports.

Other

To carry out all duties in accordance with Moat's:

- Policies and procedures including those that cover: Equality, Diversity and Inclusion (EDI), health and safety, and confidential reporting (whistleblowing).
- Values and professional standards.

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.

TECHNICAL COMPETENCIES

- Chartered Governance Institute or other relevant professional qualification.
- Expertise in Company Secretarial / Governance in public or not-for-profit companies managing non-executive boards.
- Thorough understanding of the requirements of the Data Protection Act and UK GDPR and its practical application as per the requirements of a Data Protection Officer.
- Thorough understanding of the areas for which the role is responsible including, in particular, those related to the regulatory environment set by the Regulator of Social Housing and the legal requirements associated with being a Community Benefit Society.
- Experience working with senior management team, stakeholders and trustees.
- Strong leadership skills, with the ability to create a positive, inclusive and equitable atmosphere to ensure the positive growth and development of a successful team.
- Ability to negotiate effectively and influence key stakeholders.
- Excellent report writing, policy writing and communication skills.
- Ability to actively listen, challenge and support.
- Ability to deal effectively with conflict.
- Demonstrable in-depth knowledge of risk management and assurance.
- Demonstrable in-depth knowledge of corporate governance matters.
- Ability to establish and maintain trusting relationships with key people.

In return for your hard work, we will reward you with:

- Salary £113,094 per annum (offered dependent on experience).
 - 26 days annual leave entitlement, increasing with service up to a maximum of 30 days.
 - The flexibility to buy and sell more annual leave.
 - Pension scheme and life assurance.
 - Hybrid working.
 - Training and development including accredited management courses, further education sponsorship, professional subscriptions, leadership development programmes and a culture of internal development.
 - Health and wellbeing including an employee assistance programme and a selection of optional initiatives.
-

About us.

Our customers' individual needs and circumstances drives the work we do, the homes we build and the services we provide. We are more than just a landlord; we aim to give our customers a great experience and support the communities they live in to thrive.

We provide secure, affordable homes for rent and shared ownership to over 21,000 families and individuals across Kent, Essex Sussex, and London.

As a not-for-profit organisation we are funded by a mixture of private finance and government grant. We reinvest any surplus we make to maintain and improve our existing homes and communities, while also building build homes to address the ongoing housing shortage. We are proud of the great homes and communities we've helped to build and our ongoing committed to improving the lives of our customers.

We provide and support services in our communities, and have a long-term impact on the prosperity of the areas we work in. Through Moat Foundation, we work to improve employability, empower local youth, tackle isolation, and create thriving places that people love to live in. We provide over 55s retirement housing, and we work with managing agents to provide specialist care and support to people with learning difficulties, physical disabilities and those fleeing domestic violence.

We place great value in working in partnership with local authorities, as we recognise their role in unlocking opportunities to put roofs over the heads of those who might not otherwise have one. Our commitment to collaborative working enables us to leverage our collective strengths, expertise, and resources to delivery impactful outcomes for our customers and communities.

Our five-year corporate strategy

Our passion lies in the transformative effect that great homes and services have on the lives of the families and individuals we house, recognising that not all customers have the same needs. The primary focus of our new corporate strategy is to be a customer pioneer; genuinely working with customers to drive services and standards. Our strategy is built around three key priorities:

- Great customer experience – our goal is to be genuinely customer-centric, reflected in our operating model, structure, performance management and culture.
- Pride in homes and places – we will meet the high standards of landlord safety. Producing high quality homes and places that people are proud to live in while reducing the environmental impact and daily running costs for customers.
- Growth in new homes and communities – we will continue to build more affordable homes where people want to live. We will build new homes in places where people feel happy to create foundations for their future.

Our purpose is to:

Open doors to better lives



Our vision is to become:



A Customer Pioneer

Our strategic pillars are:

Great customer experience

Pride in homes and places

Growth in new homes and communities

Making it happen

We live by our values...

Be the change

Own it

Better Together

Lead by Example