

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.

Finance Apprentice

Who's in my team?	
Team	Accounting Services
Line Manager	Senior Accountant
My direct reports	N/A
Updated	December 2024

What's my role?
To provide an efficient, effective and pro-active support service to the company, as part of a service driven support team.

- What am I accountable for?**
- Learning to assist with the processing of invoices to supplier accounts in a timely and accurate manner.
 - Dealing with supplier/internal invoice and payment queries as required.
 - Learning to produce financial reports relating to a range of finance systems and procedures and download and manipulate the reports in Excel.
 - Learning to reconcile financial statements and investigate variances.
 - Undertaking projects on an ad hoc basis, producing reports and working to agreed deadlines.
 - Carrying 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:**
- Good standard of general education (incl GCSE grade A – C in Maths)
 - Experience of using MS Office
 - Good written and verbal communication skills
 - Ability to work effectively with others
 - Experience of dealing professionally with customers at all levels

Proficient Requirements:

- An awareness of the key issues and challenges faced within the Housing sector
- The ability to remain calm and professional when faced with a challenging customer
- An ability to empathise with people faced with a range of difficult and challenging situations and be able to offer solution-oriented advice