

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.

Rents Finance Team Leader

Who's in my team?	
Team	Accounting Services
Line Manager	Head of Property Charges
My direct reports	Rent Officers Income Officer
Updated	December 2024

What's my role?
Responsible for ensuring that customer rent accounts are accurate on the housing management system and rents entries are correctly posted to the accounting system.
What am I accountable for?
• Ensure that customer rent accounts are current and accurate at all times including posting of receipts, charges, and adjustments. • Ensure that all requests for changes to the property database, including customer movements; new properties; disposal of properties (staircasing, Social Homebuy, Right to Buy/Acquire, stock disposal transactions) are processed accurately and in a timely manner. • Ensure that statements are distributed to customers in line with Moat's current policy. • Reconcile the housing management interface postings to values in the accounting system. • Liase with housing management and IT on issues involving the operation and development of the housing and rents finance systems and procedures. 6 • Monitor the data quality of changes to the housing management system and ensure proper supporting documentation is obtained • Monitor the performance of the rents finance team against agreed targets to include the production of monthly activity reports. • Continuously review existing practices and systems and implement improvements. • 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:

- Good standard of education – Numeracy in particular.
- Basic knowledge of functions in Microsoft Excel and Word
- Awareness of the regulations governing the collection of monies using Direct Debits.
- Knowledge of basic accounting principles.
- Knowledge of the operation of the financial aspects of a housing management system.
- Aware of the main features of different tenancy agreements and leases and the regulations governing allowable charges under them.

Proficient Requirements:

- A thorough and detailed knowledge of allowable charges under various tenancy agreements.
- A good knowledge of Sun Accounts, Q&A XL, database reporting tools and Moat's housing management system.