

# 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.

## Who's in my team?

|                   |                            |
|-------------------|----------------------------|
| Team              | Accounting Services        |
| Line Manager      | Service Charge Team Leader |
| My direct reports | Not applicable             |
| Updated           | December 2024              |

## What's my role?

To provide excellent customer service to all Moat service users by ensuring service charges are calculated and charged fairly to customers in accordance with legislation and agreements.

## What am I accountable for?

- Setting service charge estimates for all existing homes annually, complying with tenancy agreements and leases and adhering to current legislation.
- Regular reconciliation of scheme accounts on finance accounting system identifying any discrepancies and provision of reports to relevant departments to investigate and resolve.
- Reconciling actual costs for all homes with a variable service charge and issue year end statement of accounts, complying with agreements, leases and current legislation. Work with external auditors, to provide answers to queries relating to the year-end accounts.
- Monitoring the financial performance of Managing agents by ensuring compliance with leases and agreements from estimates & final accounts. Work with the Managing Agent Officer to challenge Managing Agents if accounts are inaccurate and to issue legal notices in cases of non - compliance.
- Reviewing all schemes ensuring existing reserve/sinking funds are up to date and accurately recorded or implemented if necessary and, following the annual reconciliation; notify residents (via audited accounts) of balance of reserve/sinking funds.
- Taking ownership to always investigate and respond to any service-related complaints/ queries from customers within set timescales. This is to be carried out with reference to tenancy agreements and leases and current legislation.
- Providing advice & support to the business to produce accurate service charge estimates for new schemes, including the calculation of charges for Capital Projects Committee, and collating and interpreting all legal documentation to ensure service charges are set in accordance with the same.

- Attending & representing Moat at first-tier tribunal hearings and customer meetings in collaboration with relevant internal departments.
- 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:

- A good standard of education, with good numerical ability.
- A working knowledge of MS Office, with proficient intermediate use of MS Excel.
- Good understanding in the use of financial, and other, database systems.
- An operational understanding of all legislation and best practice as it relates to service charges.
- An operational understanding of the application of service charges in the social housing sector, including in the context of lease arrangements.

### Proficient Requirements:

- A thorough and detailed knowledge of legislation and best practice as it relates to service charges in both the public & private sectors
- A thorough and detailed knowledge of procedures and requirements for first-tier tribunals, supported by practical experience.