

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.

Rent Officer

Who's in my team?

Team	Accounting Services
Line Manager	Rents Finance Team Leader
My direct reports	Not applicable
Updated	December 2024

What's my role?

To maintain the rent accounting system ensuring information is current, complete, and accurate; to maintain appropriate controls and provide a first-class service to customers.

What am I accountable for?

- Processing transactions to tenant accounts in a timely and accurate manner including the processing of automatic files. Maintain payment types and posting references in the housing management system
- Posting cash book rent items and maintain appropriate records to allow timely reconciliation of the nominal ledger control accounts to postings in the housing management system.
- Processing changes to tenant and property account information to reflect tenant movements; new properties; disposal of properties (stair casings, Social Homebuy, Right to Buy/Acquire, stock disposal transactions) accurately and in a timely manner.
- Raising the rent debit and reconcile the posting to the expected charge.
- Posting dishonoured DD adjustments and send appropriate notification to Tenants / Income Recovery.
- Dealing with rent related enquiries as appropriate.
- Providing cover to produce sales invoices as required.
- Indexing items in the document management system in an accurate & timely manner.
- 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
- Some understanding of financial database ledger systems.

Proficient Requirements:

- A good understanding of Moat's financial databases and other relevant financial systems.