

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.

Programme Data Officer

| Who's in my team? | |
|-------------------|-----------------------------------|
| Team | Programme and Post Sales Services |
| Line Manager | Programme Manager |
| My direct reports | N/A |
| Updated | April 2025 |

What's my role?
To assist with the analysis of data and the preparation and publishing of development and Post Sales information. To provide support to the Programme Manager in the delivery and management of the organisation's development and sales programme.

- What am I accountable for?**
- Input of reliable and accurate information into Moat's core databases – SDS Sequel, CRM, Active H, and all other sales databases including all data changes.
 - Input of reliable and accurate information into SDS Sequel for all sales and rent completions.
 - To calculate rents for all new builds and affordable rent relets, ensuring rents are correct for renewable tenancies.
 - To ensure all follow ups from Pre CPC and CPC meetings are completed within the set timescales.
 - To ensure that price lists for all new build shared ownership schemes are produced in readiness for marketing purposes to enable off plan sales. Valuations must be requested before expiry and any amendments to price lists completed within timescales.
 - To request updated valuations for new build properties before expiry, ensuring any drop in values are notified to the Director of Programme and Post Sales Services.
 - To create all new estate and blocks in the ActiveH system.
 - To collate, import and maintain accurate data for all new homes on the housing management system within set timescale.
 - To assist the Programme Manager with reports for all CPC meetings – Contractor Credit Review, Geographical Focus, Sales and Rent completions.
 - To assist the Programme Manager in the collation of information for the Historical Grant Notification quarterly returns, ensuring that all information is accurate and submitted to Homes England within the regulatory timescales.
 - Input of reliable and accurate information into the Homes England (HE) and the Greater London Authority (GLA) core databases (IMS and Ops) on behalf of the Directorate.
 - To update monthly cash flows on all projects in relation to grant receipts and 1st tranche sales for shared ownership sales and lettings.

- To run the monthly Project Expenditure reports and Five Year Cashflows for Finance.
- To create and complete the Landlord Certificates for customers wishing to sell their homes.
- To write scripts and undertake UAT testing on Moat's systems as appropriate following upgrades.
- To gather information to determining whether homes have the Right to Acquire on behalf of the post sales team.
- Run and review weekly exception reports to ensure that Moat's core systems e.g., SDS Sequel, CRM and the housing management system are kept up to date and any discrepancies corrected for data integrity.
- To manage and maintain relations across the business by ensuring effective communication and passage of timely and accurate information between departments.
- Maintain relations with our external stakeholders by providing information requested in a timely fashion in relation to stock, future developments, and any other information as required.
- Allocation of Employer's Agent's for all new developments in the pipeline.
- 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) polices

What do I need?

Entry Requirements:

- Advanced in the use of excel for reporting
- Good understanding of rent setting procedures
- Excellent attention to detail
- Experience in data entry and use of databases
- A good knowledge of the HE/GLA on-line IMS/OPS system
- An awareness of the regulatory requirements of the HE/GLA management system.

Proficient Requirements:

- Proficient in the use of databases for reporting and analysis.
- A sound knowledge of the HE and GLA online IMS and OPS system