

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.

Senior Programme Data Officer

Who's in my team?

Team	Programme & Post Sales Services
Line Manager	Programme Manager
My direct reports	Programme Data Officers
Updated	June 2026

What's my role?

To provide programme management and administrative support in the delivery of Moat's development programme. Analyse data and collate, prepare, and publish development information.

What am I accountable for?

- Supporting the Programme Manager to ensure delivery of effective data integrity and performance reporting for both development and post sales services.
- Monitoring and sign off all rents for all new build homes, affordable and discounted rent relets.
- Maintaining the Asset Rents following changes notified by the rents finance team.
- Leading on determining whether homes have the Right to Acquire on behalf of the Post Sales team.
- Leading on the completion of Historical Grant Notification Forms ensuring that they are completed and submitted to Homes England within the regulatory timescales.
- Attending and minuting monthly Pre ETI meetings, ensuring the agenda is circulated within agreed timescales. To ensure all follow ups are completed within the set timescales.
- Ensuring price lists for new build shared ownership schemes are completed within the requested deadline.
- Producing monthly sales forecast for the new homes team. Ensuring that SDS Sequel is updated with any changes.
- Setting up monthly meetings with both project and new business managers to review key milestone dates, ensuring that SDS Sequel is kept up to date with changes.
- Ensuring that the annual 1% staircasing and repair claim statements are compiled and sent to customers within agreed timescales.
- Creation of all new estates and blocks in the ActiveH system.
- Ensuring that both Land and works budgets are set up in Proactis and budget breakdowns for all new developments are completed.

- Reconciling tenure changes to ascertain that the correct process and authorisations have been carried out.
- Maintaining ActiveH with changes to customer information following notification from the post sales team.
- Monitoring key dashboards within CRM to ensure valuations are requested before expiry and price list are updated following reservations.
- Monitoring and ensuring the integrity of data input by the team to relevant parts of Moat's core databases e.g., Sequel, ActiveH, CRM.
- Monitoring and ensuring the integrity of data input by the team on to CORE system.
- Monitoring and allocate incoming tasks received in the team's inbox, ensuring that deadlines are met.
- Monitoring and ensuring the integrity of data input by the team on the GLA OPS system and Homes England's new Affordable Grants system.
- Monitoring and reviewing exception reports to ensure that Moat's core systems e.g., Sequel, CRM and the housing management system are kept up to date and any discrepancies corrected.
- Assisting the Programme Manager in reviewing existing processes and procedures recommending areas for improvement.
- Assisting the Programme Manager in the preparation of both the HE/GLA internal audits in respect of development and sales and marketing.
- Deputising for the Programme Manager as appropriate.
- 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:

- An excellent eye for detail
- A good understanding of rent setting processes
- A good standard of education, with proficiency in English and maths.
- Advanced in the use of MS Office suite, particularly MS Excel

- Proficient in office administration – organising systems, records and files
- A good knowledge of the Capital Funding Guide.
- A thorough knowledge of Right to Acquire eligibility.
- A good understanding of audit preparation

Proficient Requirements:

- A sound grasp of the workings of Moat's core housing databases
- A thorough knowledge of the Capital Funding Guide.