

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.

Contract Liaison Officer

Who's in my team?

Team	Strategic Asset Investment
Line Manager	Investment Contract Manager
My direct reports	N/A
Updated	June 2025

What's my role?

To provide administrative and coordination support for capital works contracts. The Contract Administrator ensures that contractor documentation, performance data, and compliance records are up to date and assists in the smooth running of contract services.

What am I accountable for?

- Maintain accurate records of contractor appointments, schedules, and completed works.
- Assist in preparing and issuing contract documentation.
- Log and track contractor performance, works orders, and completion timescales using housing management or asset systems.
- Monitor contractor KPI's and escalate any concerns to the Investment Contract Manager.

Financial & Invoicing Support:

- Process and verify contractor invoices, ensuring correct pricing and authorisation in line with contract terms.
- Assist in preparing reports on expenditure, budgets, and cost tracking.
- Raise purchase orders and manage requisition processes in accordance with internal financial controls.

Customer & Resident Liaison:

- Act as a point of contact for residents regarding scheduled works, repairs, or maintenance queries.
- Coordinate access arrangements and appointments between contractors and residents.
- Handle complaints or service issues sensitively and escalate unresolved issues.

Compliance & Documentation:

- Ensure that contractor insurances, qualifications, and health & safety documentation are up to date and filed.
- Support compliance with statutory obligations (e.g., gas safety, fire safety, asbestos).

- Assist in preparing documents for audits, internal reviews, and contract meetings.

General Administration:

- Schedule and take minutes for contract review and project meetings.
- Support the Investment Contract Manager with data input, report generation, and ad hoc administrative tasks.
- Maintain contract registers and assist with tender preparation or renewals.
- Assist in the procurement and tendering process by supporting documentation and supplier evaluation.

General:

- 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:

- Previous experience in an administrative role, ideally within housing, construction, or contract management.
- Proven experience in contract management, dealing with enquiries/issues relating to contract management
- Experience of dealing with customer/contractor complaints
- Strong organisational and communication skills.
- Proficient in Microsoft Office and housing or contract management systems.
- Excellent CRM skills to report on data and give evidence of outputs.
- Good attention to detail and ability to manage multiple tasks simultaneously.
- Access to own vehicle and a Full UK Driving Licence.
- An ability to undertake work outside of normal office hours to meet the needs of the business.
- Knowledge of safeguarding.

Desirable:

- Knowledge of social housing, property maintenance, or compliance regulations.
- Experience working with contractors or supply chain partners.

- Familiarity with procurement processes or contract types such as JCT or NEC.
- Experience working with vulnerable tenants or in social housing.