

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 Manager
My direct reports	Not applicable
Updated	October 2025

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?

- Ensuring that the appropriate processes and controls are in place for the preparation of accurate estimates and year end reconciliations of service charges for existing schemes and new developments, ensuring compliance with current legislation. Administration of the system processes for service charge calculations.
- Monitoring the accuracy and approve prepared estimated service charges within the Housing management system for existing schemes & new developments in compliance with tenancy agreements and leases and adhering to current legislation
- Monitor the reconciliation of actual costs for all homes with a variable service charge and approve within Housing management system identifying any discrepancies and investigating to resolution. Ensuring compliance with agreements, leases and current legislation. Work with external auditors, to provide answers to queries relating to the year-end accounts.
- Reviewing all schemes ensuring existing reserve/sinking funds are up to date and accurately recorded or implemented if necessary and, following the annual reconciliation.
- Taking ownership and responsibility for any service charge administration related queries, paying particular reference to current service charge legislation and reading and interpreting legal documentation to facilitate the accuracy of responses.
- 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 understanding of Landlord and Tenant legislation and best practice, with more detailed knowledge of aspects that relate to service charges.
- An understanding of the application of service charges in the social housing under lease arrangements.
- Flexible approach to working hours to be able to respond to times of peak demand (year end etc.).
- Experienced in use of spreadsheets to collate and manipulate data.

Proficient Requirements:

- A thorough and detailed knowledge of Landlord and Tenant legislation and best practice as it relates to service charges, supported by extensive practical experience of the application of this knowledge.
- Sound knowledge in the use of financial, and other, database systems.