

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 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 on our website or intranet.

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	Financial Controller
My direct reports	N/A
Updated	August 2025

What's my role?
To provide payroll services on behalf of Moat. Ensure the maintenance, reconciliation and reporting of all payroll related records in accordance with statutory and Group policy. This role acts as the focal point for all payroll-related communication to Employees, between the People Services and Finance teams and external partners such as our Payroll Bureau, pension and healthcare providers.

What am I accountable for?
<ul style="list-style-type: none"> • Reviewing monthly payroll transactions using People Services systems to validate changes to employee records ensuring adherence to statutory procedure. This requires keeping fully apprised of all legislative developments. • Co-ordinating payment requests, enabling the payment of payroll deductions to the appropriate third parties in accordance with legislative deadlines. • Acting as the focal point for all internal and external payroll related queries and communication – bridging the gap between People Services and the payroll bureau. • Administration of the online expenses system ensuring any staff changes are reflected. Analysis and review of monthly expenses in accordance with Moat's expenses guidelines. • Preparing monthly payroll journals and reconciliations to the accounting ledger and other third-party systems. Reconcile all pay elements, employment costs and headcount reporting to the ledger each month. • Completing and maintaining pension records of all members of Moat pension schemes using third party interfaces with pension providers. • Provide monthly reporting of all payroll and FTE related activities as part of the key metrics considered by our Executive Team. This includes the budgeting and forecasting for all employment costs and headcount reporting. This requires close working with our People Services team. • Year-end employment disclosures and annual returns (including annual benefit statements, P60 reporting and PSA disclosures). You will liaise and provide working papers to our internal and external auditors. • Maintaining control manuals, procedure documents and process maps, ensuring sound financial disciplines and controls are incorporated, implemented and regularly stress tested. • Providing support to People Services for any software upgrades and how these impact interfaces to our payroll bureau.

What am I accountable for?

- 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 to manage all data in accordance with our Data Governance Framework, relevant legislation and best practice.
- Carrying out work in line with our:
 - Professional standards, reflecting our values and behaviour framework, policies, procedures and code of conduct
 - Commitment to equality and diversity
 - Health and safety responsibilities
 - Confidential reporting (whistleblowing) policies

What do I need?

Entry Requirements:

- Full payroll qualification/accounting qualification
- Detailed knowledge of payroll administration, including a good understanding of the interfaces with HR & Payroll systems as well as financial ledger systems all supported by significant practical experience.
- An excellent communicator, able to work with internal customers from all areas of the business and external stakeholders.
- Evidence of strong reconciliation skills displaying accuracy and excellent attention to detail
- Proficient in MS Office suite, with intermediate skills in MS Excel.
- An understanding of the requirements for management and financial accounts to meet audit standards

Proficient Requirements:

- Proficient in numerical analysis and interpretation
- Expertise in HR, payroll and pension administration and HMRC regulations