

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.

Repairs Contract Officer

Who's in my team?

Team	Property Services
Line Manager	Repairs Contract Manager
My direct reports	N/A
Updated	June 2025

What's my role?

Monitor expenditure and performance of all partnership contracts relating to repairs, maintenance and planned contractors.

Assist in assessing best practice in the sector and managing expenditure control relating to budgets within team's responsibility.

Assist in monitoring contractor's performance, ensuring terms of the contract are adhered to, non-compliance issues are escalated, and a culture of continuous improvement is adopted.

What am I accountable for?

- Assisting in the management of service providers and partners used by the Repairs Team to develop, promote and advance Moat's strategic & business objectives in the delivery of repairs & maintenance, planned works and voids. This will require visiting other Moat offices.
- Engaging with the Transformation & Insight teams to manage the collation and ongoing development of analytical data to identify and manage trends regarding the above business streams.
- Assisting the Repairs Contract Manager with 'disrepair pre-action protocol' as and when identified, ensuring compliance with legislation and timescales met.
- Managing invoicing for areas of responsibility to ensure works orders are closed down correctly and invoices, once scrutinised, are settled within Moat's payment terms.
- Being responsible for producing monthly KPI and statistical reports for service provider's performance against targets. Present and publish detailed data as necessary to stakeholders.
- On a monthly basis, monitoring spend against budget, identifying trends and where necessary highlight to the Repairs Contract Manager where adverse variances occur and recommendations for improvement.
- Carrying out audit of works orders issued by Moat front line staff to ensure procedures are being complied with.
- Ensuring information databases are maintained and ensure data integrity by carrying out monthly audits and ensuring compliance with GDPR regulations.
- Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.

- Taking responsibility for service-related complaints/queries from customers, ensuring that Moat's complaint procedure is followed and that any correspondence sent out is in the Moat style.
- 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:
 - 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:

- A good standard of education, with good literacy and excellent numeracy.
- Intermediate use of MS Excel, pivot tables, V look up and the creation of multiple spreadsheets, able to manipulate and analyse data.
- An ability to interrogate database systems and undertake analytical reports.
- Ability to use Microsoft Dynamics, CRM, MS Office suite, Word and Excel for general administrative purposes.
- Appropriate means of transport and the ability to work outside of normal office hours.
- An awareness of property maintenance issues.

Proficient Requirements:

- Advanced use of MS Excel, pivot tables, V look up and the creation of multiple spreadsheets, able to manipulate and analyse data.
- Knowledge of 'disrepair pre-action protocol'.
- Contract management experience, projects delivery and ability to understand technical terms, legislative and regulatory requirements in relation to services delivered to residential dwellings.
- Studying for a building related qualification.
- Awareness of the law surrounding tenancy management (e.g. Landlord & Tenant Acts).