

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.

Expenditure Control Officer (Utility Contracts)

Who's in my team?

Team	Accounting Services
Line Manager	Expenditure Control Team Leader
My direct reports	Not applicable
Updated	December 2024

What's my role?

To monitor the costs of utilities (Electricity, Gas and Water) supplied to the communal areas of Moat schemes/developments. To provide support and advice to internal departments and residents in relation to accuracy of billing and any anomalous transactions.

What am I accountable for?

- Working with internal departments and utility providers to:
 - Maintain a portfolio of sites with all relevant information to support the management and tendering of utility contracts
 - Use business reporting tools to monitor and co-ordinate appropriate staff to provide meter readings to ensure regular accurate billing ▪
 - Validate, process, and approve utility bills in line with contractual rates and actual usage.
 - To support the transfer of new development handovers to inform suppliers of new ownership, handover readings and VAT declarations of communal supply.
 - Ensure timely approval and payment of invoices and to prepare accurate journal template for checking and posting into Moat's finance system in line with contracts, budgets, and financial limits.
- Reviewing site usage to identify areas of high energy use and highlight findings to relevant neighbourhood team.
- Dealing with all staff and customer queries regarding usage, billing and meter readings or other associated issues related to the communal supply.
- Carrying 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:

- A good eye for detail and accuracy • Able to use MS Office suite.
- Confident working with numbers and data
- Experience of office administration – organising systems, records, and files.
- An awareness of utility pricing.
- Desirable to have an awareness of the social housing sector.

Proficient Requirements:

- Intermediate use of MS Office suite, particularly MS Excel.
- A good understanding of the various utility pricing structures and systems.
- An understanding of the social housing sector.
- Excellent verbal and written communication skills