

JOB DESCRIPTION

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| Post Title: Scheduler | Director/Service/Sector Maintenance | | Office Use |
| Grade: 5 | Workplace: | | JE ref: 3230 HRMS ref: |
| Responsible to: Scheduler Team Leader | Date: | Manager Level: | |
| Job Purpose: Organise allocation of repairs to operatives/contractors for work to be carried out on housing stock. | | | |
| Resources | Staff | None | |
| | Finance | Raising purchase orders for external contractors and materials and booking in purchase orders and checking payments are the correct amounts as quoted so funds are released. | |
| | Physical | Use of PC and office equipment. | |
| | Clients | Extensive contact with customers, both internal and external. Members, Departmental Managers etc. | |
| Duties and key result areas: | | | |
| <ol style="list-style-type: none"> 1. To schedule all jobs to suitable operatives or contractors, paying attention to due dates, geographical location and operatives technical capabilities. 2. To have full use and understanding of systems used for logging and scheduling jobs. 3. To ensure, where possible, all operatives have a full schedule of work each day. 4. To ensure all pre-planned visits are arranged with external and internal customers to avoid 'no access' issues. 5. Ensure all jobs are attended within the required response time. 6. Follow up all jobs not marked by operatives as completed after first attendance and reallocate jobs as required. 7. Ensure operatives are given full information to enable them to complete any job. 8. Awareness of operatives' geographical locations including the use of vehicle tracking systems. 9. Awareness of operatives' capabilities, in conjunction with technical support services and Responsive and Planned Manager. 10. Ensure that all jobs are allocated in accordance with the relevant procedures and guidance for dealing with the work being scheduled. Pay particular attention to emergency and urgent jobs to ensure they are completed without delay in the timescales promised to tenants. 11. Log follow on repairs liaising closely with customers of best date available/suitable. 12. Liaise closely with colleagues in the Customer Services Centre to ensure communication is clear. 13. Work closely with stores to ensure correct stock is available for all jobs, before an operative is dispatched. 14. Deal with telephone queries or complaints promptly and in a professional manner resolving non-routine or contentious issues, escalating if necessary to the relevant Team Leader/Manager. 15. Advise inspectors of any issues with specific job, client or operatives. 16. Check asbestos reports on a daily basis ensuring the right information is relayed to the operative on specific areas of work to be carried out and order asbestos reports if none available. 17. Raise purchase orders on average of £157,083 per scheduler per annum for staff to collect materials and enable contractors to carry out work on behalf of Northumberland County Council. 18. Book invoices into the system in a timely manner so payment will be released and ensure prompt payment to external contractors and suppliers. 19. Ensure that goods have been received and/or contractor work carried out before payment is released. 20. Ensure invoice costs match up reconcile errors and omissions and liaise with suppliers as necessary. 21. Be aware of service KPI's and be instrumental in achieving these. 22. Taking meeting minutes. 23. Act as an ambassador for Northumberland County Council at all times, promoting its role and achievements, internally and externally. 24. Contribute to the development of related policies, procedures and initiatives. | | | |

25. Ensure compliance with organisational requirements for Data Protection, risk management, Safeguarding, Health and Safety and other legal and statutory requirements along with the best practice and general duty of care.
26. In all aspects of the organisations work, promote effective communications, excellence in customer service, personal accountability and a focus on continuous improvement.
27. Be responsible for the security of Company assets relevant to the post.
28. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

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| Transport requirements: | None |
| Working patterns: | 37 hours per week (Monday – Thursday 8.30am-17:00 and Friday 08.30am -16:00) flexible working hours may apply if other members of the team available to cover. |
| Working conditions: | Post based indoors however on occasion to accompany operatives if 2 Person Visit necessary. |

PERSON SPECIFICATION

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| Post Title: Scheduler | Director/Service/Sector: Maintenance | Ref: 3230 |
| Essential | Desirable | Assess by |
| Knowledge and Qualifications | | |
| <p>Understanding of administration needs in a repairs and maintenance environment.</p> <p>Knowledge of repairs within a Social Housing environment.</p> <p>Understanding of demand, capacity and resource planning in a repairs and maintenance environment.</p> <p>Knowledge of work order systems, schedule of rates invoicing processes.</p> <p>Demonstrate knowledge of and Fleet management systems and housing management ICT systems.</p> <p>Demonstrable understanding of health and safety legislation and its application in the workplace.</p> <p>Educated to GCSE level (Grade C or above) in Maths and English, or equivalent recognised training in Customer Service.</p> | <p>Working in social housing scheduling/registering repairs.</p> <p>Ability to read Asbestos Reports.</p> | (a) (i) |
| Experience | | |
| <p>Experience of communicating and engaging with customers to relay and receive information.</p> <p>Developing and maintaining relationships.</p> <p>Working in a multidisciplinary team.</p> <p>Working in a housing repairs and maintenance environment.</p> <p>Working with contractors, consultants and other agencies.</p> | | (a) (i) |
| Skills and competencies | | |
| <p>Ability to communicate effectively both orally and in writing, including adapting communication skills to suit the audience.</p> <p>Ability to work on own initiative and as part of a team.</p> <p>Ability to determine own priorities and plan ahead.</p> <p>Ability to work well under pressure in order to meet deadlines.</p> <p>Ability to embrace change.</p> <p>Show initiative and demonstrate a willingness to accept responsibility.</p> <p>Computer literate.</p> <p>Take responsibility for continuously developing and supporting your own knowledge/skills/training needs.</p> <p>Ability to identify and respond to customer requirements.</p> <p>Good interpersonal skills with the ability to display self confidence in managing self, the work and its impacts on others.</p> <p>Flexible approach to work and the ability to work across functions.</p> <p>Demonstrate good planning and organisational skills relating to administration.</p> <p>Skilled in general administration duties.</p> | | (a) (i) |

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| Demonstrates exceptional planning and organisational skills relating to demand, capacity and resource allocation. | | |
| Physical, mental and emotional demands | | |
| Normally works from a seated position. Some standing, walking, stretching or lifting. Able to use own initiative, self-motivated, organisational skills and multi-tasking. Lengthy periods of concentration, mental attention with regular pressure from interruptions and conflicting demands. Regular exposure to disagreeable customers. Highlights under performance and complacency to the relevant Manager. | | (a) (i) |
| Other | | |
| Dependable, reliable and keeps good time. High standards of honesty, integrity, openness and respect for others. | | (r) |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits