# Apprentice Resource Scheduler

Reports to: Team Manager

Direct reports: N/A

Evaluation: **519** points

Grade: **N5**

Reference: **A3796**

## Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Responsible for coordinating, planning and scheduling operational resources through the utilisation of dynamic resource scheduling software.

2. Maximise the utilisation of operational resources through continual monitoring of demand and workforce availability

3. Coordinate communications between the call centre, customers and trade staff to ensure repairs are completed on time, whilst maximising operational efficiency and enhancing customer satisfaction

4. Coordinate materials and specialist subcontractors, and coordinate with operational resources, keeping customers updated throughout the process

5. Monitor and highlight where service demand exceeds available resources in real time

6. Provide timely and accurate information on resource scheduling performance and efficiency