

## JOB DESCRIPTION

<b>Post Title:</b> Scheduler		<b>Director/Service/Sector</b> Maintenance		<b>Office Use</b>
<b>Grade: 5</b>		<b>Workplace:</b>		JE ref: 3230 HRMS ref:
<b>Responsible to:</b> Scheduler Team Leader		<b>Date:</b>	<b>Manager Lever:</b>	
<b>Job Purpose:</b> Organise allocation of repairs to operatives/contractors for work to be carried out on housing stock.				
<b>Resources</b>	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.		
<b>Duties and key result areas:</b>				
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- 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**

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

<b>Post Title:</b> Scheduler	<b>Director/Service/Sector:</b> Maintenance	Ref: 3230
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<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)
<b>Experience</b>		
<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)
<b>Skills and competencies</b>		
<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> <p>Demonstrates exceptional planning and organisational skills relating to demand, capacity and resource allocation.</p>		(a) (i)
<b>Physical, mental and emotional demands</b>		

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)
<b>Other</b>		
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