



'JOB DESCRIPTION

Job Title:	Scheduler (Day to Day repairs)
Reports To:	Senior Scheduler
Team:	Local Delivery
Directorate(s):	Operations
Grade:	BHA – B2
Job purpose:	<p>To provide an excellent standard of customer care through:</p> <ul style="list-style-type: none"> • Ensuring effective and efficient scheduling of day-to-day repairs, and re-booking appointments, as necessary. • Resolving customer queries at the first point of contact.

Overview:

<p>1. Key skills to do the job</p> <ul style="list-style-type: none"> • Commitment to customer care and service excellence • Excellent phone manner, ability to handle difficult conversations and prioritise workload. • Good IT / digital skills, ability to learn new systems quickly and excellent attention to detail.
<p>Required behaviours – Mandatory for all roles within Broadland</p> <p>All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.</p> <p>Openness You will admit to mistakes and learn from them.</p> <p>Responsible You will actively use your skills and knowledge to ensure high quality outcomes.</p> <p>Collaborative</p>

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult.

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- Clear verbal and written communications
- Team player, focused on achieving team and organisational goals.
- Responsive to customer need

3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- Reviewing day to day repairs schedules to ensure efficient working. This includes re-scheduling appointments and communicating about this, as necessary.
- Keeping our system up to date with accurate and comprehensive details.
- Liaising with colleagues, contractors, suppliers and tenants to provide an excellent approach to compliance.
- The post-holder will be expected to respond to a wide range of customer queries as and when needed.
- The post-holder will be expected to support and cover compliance and planned schedulers during leave and sickness.
- You will be tenant-focused and will communicate with tenants throughout any scheduling activities.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission, values and behaviours of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. Full details can be accessed via the Data Protection Policy.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Job Title: Scheduler (Day to Day repairs)

Essential Criteria

Qualifications

- GCSE Passes at Grade C / Level 4 or above in Maths and English (or evidence of similar level of proficiency)

Experience

- At least one year's experience in a similar role
- Experience in a customer facing role where clear and effective communication was essential.
- Ability to deal with difficult conversations in a customer-focused way.
- Ability to prioritise and manage workload effectively.

Desirable Criteria

Qualifications

- Customer services qualification, or relevant administrative qualification

Experience

- Experience of working in a scheduling role, ideally within the housing or maintenance sector.
- Experience of working in a customer contact centre.
- Working knowledge of relevant regulations, legislation and good practice around repairs and maintenance