

## Job profile

<b>Job title:</b> Scheduler	<b>Responsible to:</b> Repairs Manager
<b>Salary grade:</b> E (up to £29,203 dependent on Experience)	<b>Contracted Hours per week:</b> 40
<b>Responsible for:</b> N/A	<b>Behaviour level:</b> 1 - All colleagues

### **Purpose of the job:**

As Scheduler in the Homes directorate, you will be responsible for managing the appointments system for all Responsive Repairs colleagues, adapting the resource allocations depending upon emergency works, cancellations, no-access, and sickness etc. and ensuring that all works are completed within targets and in line with our 'Customer First' focussed approach.

You will administer the repairs system to ensure that all jobs are progressed through to completion, co-ordinate appointments with customers and provide a positive 'Customer First' experience.

### **Key accountabilities:**

1. To schedule complex repairs in an effective sequence to complete the works efficiently, effectively, and safely.
2. To reschedule repairs colleagues' diaries, in consultation with Team Leaders, to cover impacts on resources due to sickness, training, vehicle maintenance, overrunning repairs, emergency works, etc and to meet customer requirements.
3. To record Out of Hours repairs and arrange in consultation with customers, for 'follow-on works' to be undertaken to complete repairs in an efficient way.
4. To be responsible for the system administration of applications used in the delivery of responsive repairs and voids works, ensuring that the data is recorded and maintained accurately and efficiently, to provide costing information and business intelligence to performance systems.
5. To order and plan materials/supplies for the effective completion of works in an efficient manner and in compliance with performance targets.

6. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
7. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
8. To ensure you work in accordance with legislative, regulatory and financial requirements in relation to your role at all times.
9. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

## Person specification

<b>Job title:</b> Scheduler		
Criteria	Essential / Desirable	Method of Assessment
<b>Qualifications</b>		
Good general educational background with a minimum GCSE Level or equivalent in Maths and English	E	AF
Evidence of continued professional development	E	AF
<b>Knowledge, skills, and abilities</b>		
An understanding and developed working knowledge of computer systems including Outlook, Excel, Word, and Teams	E	AF
An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH	E	AF/I
Ability to prioritise and plan resources to meet targets	E	AF/I
General understanding of construction terminology and materials	D	AF
Excellent customer care skills – i.e., always displaying a polite, efficient, helpful, friendly, and courteous manner in line with our behaviours	E	AF/I
Organising and prioritising work, meeting deadlines, working under pressure, and handling several tasks simultaneously	E	AF/I
Excellent verbal and written communications skills. Excellent interpersonal skills	E	I
Proven ability to work in a team but take initiative when necessary to achieve results	E	AF/I
The ability to remain calm under pressure	E	AF/I
Self-motivated, proactive, and resilient	E	AF/I
General knowledge of housing management and repairs services	D	AF
The ability to recognise and handle sensitive and confidential information	E	AF/I
Willing to work flexible hours	D	AF
Is a role model to other colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	I
<b>Experience</b>		
Utilising repairs systems to plan and schedule resources to achieve targets	D	AF

Experience of using the National Housing Federation (NHF) Schedules of Rates and selecting appropriate Schedule of Rates items to undertake work activities	D	AF
<p><b>Values and behaviours</b> - <i>It's not just about what we do, we believe it's how we do it too...</i></p> <p>By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> <li>• Genuinely care</li> <li>• Take responsibility</li> <li>• Have respect</li> <li>• Be adaptable</li> <li>• Work together</li> <li>• Be curious</li> <li>• Make it happen</li> <li>• Always improving</li> </ul>	E	I
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p><b>Please note:</b></p> <p>No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p><b>Role profile prepared by:</b> Director of Assets</p>		
<p><b>Review date:</b> March 2022</p>		
<p><b>Location:</b> Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		