**ROLE PROFILE**

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| **Job:** Area Scheduling Manager | **Line Manager:** Head of Operations **Functional Manager within Matrix Structure:** Contract Manager | **Tier:** |

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| **Job Purpose:**    Manage a team of up to 15 schedulers responsible for workforce planning of over 50 multi-trade operatives providing property maintenance services to 25,000 properties across the North of England.  End to end planning, workload forecasting, scheduling efficient levels of resource, delivering KPIs and providing analysis that drives key business decisions.  Working closely with other functional managers and contract managers and training and developing staff whilst being able to keep an eye on costs. | **Key Competencies:**   * Commercial focus * Organisation skills * Multi-tasking * Customer focus * Problem solving and decision making * Team player * Personal learning and growth |
| **Key Responsibilities:**   * Team working - alongside the Area Supervisors and the Contracts Manager, lead a team of planners to deliver a compliant and cost effective property maintenance contract across four key geographic areas * Synchronise resource to demand as efficiently as possible, balancing the needs of the customer with the work-life balance for our schedulers and operatives * Liaise with the Schedulers to implement the most efficient and profitable daily plan for operatives to deliver * Diary management - constantly review all aspects of the operatives diary to drive operative efficiency and maximising revenue * Support and drive the utilisation of Accuserv job management system * Report on a variety of KPIs to meet the company contractual objectives (daily / weekly / monthly reports) * Provide the Business Lead Team with regular, accurate and relevant business management information with innovative suggestions for performance improvement * Seek supplementary reports or data to sanity check the most appropriate course of action or decision * Data trends – analyse trends in relation to repair volume flows and minimise operative travel time * Utilising daily, weekly and monthly meetings and briefings to ensure systems and processes are followed to allow each member of the planning team to understand their responsibilities and perform at the highest level * Act as line manager to each of the schedulers – managing absence, recruitment, training, succession, disciplinary / grievance and performance management * Utilise historical data or other means to provide accurate forecasting of incoming repairs / service demands to ensure service level agreement standards are maintained and efficient forward planning of resources * Review and analyse data to make recommendations on the most appropriate resource levels, recruitment plans and overtime * Recognise, understand and respond to trends and patters within workload demand and operational performance * Build and develop strong relationships with the client(s) including the call handling teams * Support all aspects of delivery reporting to reduce the number of Follow-on appointments and improve Right First Time repairs * Maintain required Health and Safety standards and ensure legislation is met at all times * Undertake any other duties as reasonably requested by the Senior Scheduling Manager * Carry out fully the post holder’s responsibilities in respect of all Health and Safety legislation * Comply with all group policy and procedures * Ensure best practice is maintained and shared throughout the business * Undertake appropriate training in line with the post holder’s training passport | |

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|  | **Essential** | **Desirable** |
| **Knowledge skills & experience** | * Significant experience in a similar role to workforce scheduling manager in a high volume property repairs environment * Proficient use of workforce scheduling software and tools such as Accuserv or Optitime and Microsoft excel * Excellent communication skills * Demonstrable experience of business information analysis within an operational environment * Good analytical skills and the ability to communicate findings and actions to team members and stakeholders * Performance management techniques * Training and developing staff * Experience of scheduling maintenance activity. * Strong Analytical skills * Proactive and with the ability to react quickly when necessary to meet challenging objectives * Strong organisational skills and ability to prioritise a busy and reactive work load * Positive and flexible attitude | * Knowledge of the property maintenance and repairs industry * Power Point and Visio |
| **Specific Role Accountabilities for People, Finance and Policy**( ie accountability for managing a team/ budgets etc) | * Team Management |  |
| **Key Relationships (internal/external)** | * Must be able to communicate with customers and colleagues effectively * The role requires strong customer service mentality and team work |  |
| **Qualifications** | * Minimum A-Level Grades C and above or equivalent |  |