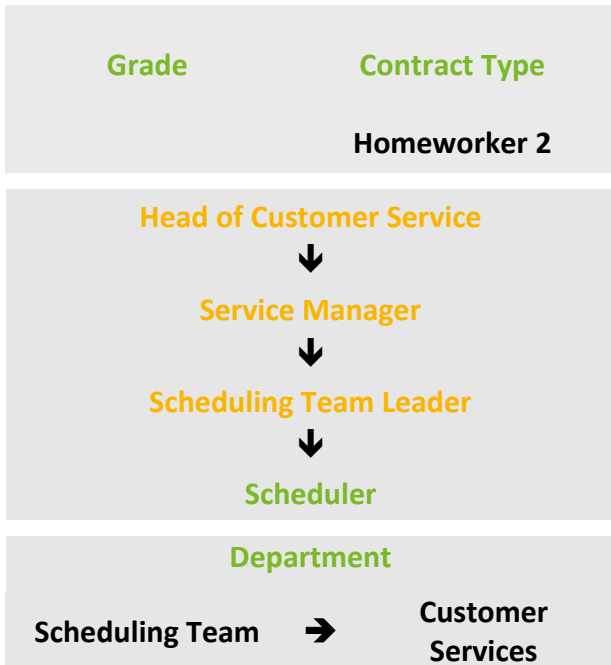


Scheduler



Role Overview

Responsible for the efficient and effective diary planning and scheduling of repairs appointments, ensuring minimum downtime and maximum productivity. Adopting a positive and customer focussed approach that supports the operations team in the delivery of the repairs and maintenance service.

Through proactive and effective communication provide exceptional levels of customer service in a safe, efficient, and economic way.

RESPONSIBILITIES

- Manage repair operatives’ diaries and appointment effectively to minimise the need for follow up appointments and increase right first-time repairs.
- Proactively anticipate and identify service impacts, responding appropriately to ensure minimum disruption to service and avoid customer dissatisfaction.
- Handle inbound telephony and email contacts from internal stakeholders and customers. Prioritising effective communication to minimise avoidable contact and dissatisfaction.
- Work collaboratively with the contracts managers and supervisors to support the delivery of an excellent repairs service.
- Work collaboratively with the commercial team to ensure effective planning of jobs that require materials or 3rd party attendance.
- Contribute to and support a positive team culture.

Our values

Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.

Caring

We show kindness and consideration to our customers and each other.

Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

- Maintain required Health and Safety standards and ensure legislation is met at all times.
- Build and develop strong relationships with the stakeholders.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to work alone and organise workload accordingly, and work collaboratively as part of a team
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Demonstrate resilience
- ✓ Excellent relationship building skills

ESSENTIAL REQUIREMENTS

- ✓ Experienced in scheduling and planning
- ✓ Proven experience of delivering excellent customer service
- ✓ Excellent Organisational skills
- ✓ Confident and experienced in handling customer contacts via telephony and email
- ✓ GCSE Maths and English (or equivalent)

BENEFICIAL TO THE ROLE

- ✓ Knowledge of Accuserv & FLS or similar dynamic scheduling software
- ✓ Social Housing experience
- ✓ Experience using Microsoft 365