

ROLE PROFILE

Job Title: Scheduling Team Leader	Role Reports to: Scheduling Manager	Business Function: Scheduling	Evaluated Tier: 5N
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<p>Job Purpose:</p> <p>Assist in the delivery for the efficient and effective use of planning and scheduling all resources to conduct maintenance activities to result in minimum downtime and maximum productivity, support the business in meeting its commitments, service standards and managing of a team of schedulers.</p> <p>The Team Leader fulfils a critical role within the organisation and ensures that the roles and responsibilities of schedulers are adhered to.</p> <p>To provide exceptional levels of customer service in a safe, efficient and economic way in accordance with quality standards.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • H&S knowledge • People development • Customer focus • Cost awareness • Future focus • Results focus • Problem solving & decision making
<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Escalates issues to the team leader to manage work priorities, develop job plans, define parts and materials, define skills, engage with resources and managers, and develop a safe, effective and efficient work control plan. 2. Providing support, mentoring and continual guidance for the team, reporting back to the Scheduling Manager where needed. 3. To either mobilise or provide absence cover in accordance with your Job role and position within the organisation. 	



4. Support Scheduling Manager in delivering a customer excellence culture
5. Carry out supervisory meetings and monitor performance.
6. Proactively anticipate schedule impacts and advise the project team.
7. Maintain minimum resource levels to ensure all jobs are scheduled to meet the appointed times within the appropriate timescales without compromising customer requirements and without compromising the safety of operatives and stakeholders.
8. Escalate any issue of concern/potential concern to the Line Manager as required to ensure a pro-active approach is maintained and the support services delivery is not impacted.
9. Lead, motivate and direct your teams on all work streams to ensure highly efficient and organised plans/schedules in place.
10. To ensure daily that the contract is delivered to the specific contractual requirements.
11. Maintain required Health and Safety standards and ensure legislation is met at all times.
12. Support all aspects of delivery reporting to reduce the number of Follow-on appointments and improve Right First Time repairs.
13. To liaise with the schedulers to implement the most efficient and profitable daily plan for operatives to deliver.
14. Take responsibility and liaise with management to resolve any disparity in KPI results (internal performance V's external). Recommend necessary changes to improve performance based on analysis of weekly/daily Key Performance Indicator statistics.
15. Ensure all employees are provided with the appropriate training.
16. Work with the wider team to aid future decision making and possible improvements to service levels.
17. Create, develop and control works planning and scheduling processes to achieve desired results.
18. Build and develop strong relationships with the client(s) including the call handling teams.
19. Take ownership for the swift and effective resolution of customer complaints – escalating issues to the Line Manager where appropriate.
20. Support all managers and supervisors of the business where required.
21. Liaise with other Supervisors / Managers to effectively resolve any cross managerial issues within the contracts.
22. Ensure that equipment is used, maintained, cleaned and stored correctly and safely.

	Essential	Desirable
Knowledge	<p>Proficient use of Word & Excel</p> <p>Proficient IT knowledge and understanding.</p>	<p>Demonstrates project management, financial and commercial awareness.</p> <p>Power Point, Projects, Visio and scheduling software.</p>
Skills	<p>Excellent communication skills</p> <p>Self-motivated and able to meet deadlines</p> <p>Strong Analytical skills.</p> <p>Proactive and with the ability to react quickly when necessary to meet challenging objectives</p> <p>Strong organisational skills and ability to prioritise a busy and reactive work load.</p> <p>Positive and flexible attitude.</p> <p>Ability to demonstrate reliability, initiative, ability to work as part of a team and on your own.</p> <p>Good communicator with others.</p> <p>Ability to demonstrate commercial acumen when making decisions.</p> <p>Ability to promote the good practice of the</p>	

	Group. Able to manage conflicting priorities whilst under pressure.	
Experience	Significant experience in a customer facing role Experience of scheduling maintenance activity.	Previous Scheduling/Planning experience
Qualifications/Education	Good standard of education, including Maths and English at GCSE Grade C or above	

People Management Responsibility?	Team management of the Scheduling team
Budgetary Responsibility?	This post has no budgetary responsibility
Key Relationships (internal/external)	Must be able to communicate with customers and colleagues effectively and in accordance with Company or Client Policies, Procedures and code of conducts. The role requires strong customer service mentality and team work

Safeguarding of Children Young people and Vulnerable Adults

Fix360 on behalf of Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Fix360 employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Call statistics – Abandoned calls, call duration.
2. Management of working progress within the Scheduling team –
 - Pending Jobs
 - Subcontractor Repairs
 - Variation
3. Appointments made & kept.
4. Right first time (First Time Fix)
5. Customer satisfaction, complaints and compliments
6. Emergencies – Categorising the response – Defining what an emergency is. % of emergencies logged
7. Training & development of staff.
8. Scheduling/delivery of key business activities inc site inspections, training sessions, tool box talks and one to ones
9. Jobs over 61 days and voids over 12 days
10. Access levels for key contracts including electrical testing



Date Role Profile Created/Updated:	March 2019		
Signed By	Print Name	Job Title	Date
	HR Director Signature	Print Name	Date