

ROLE PROFILE

Job Title: Team Coordinator / Scheduler	Role Reports to: Scheduling / Electrical Manager	Business Function: EICR Scheduling	Evaluated Tier: 6A
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<p>Job Purpose:</p> <p>To coordinate the delivery of the EICR function from first contact to completion ensuring the client receives all necessary certificates and reports with agreed SLA time scales.</p> <p>To plan for the efficient and effective use of planning and scheduling all resources to conduct maintenance activities which result in minimum downtime and maximum productivity.</p> <p>Maintain asset registers and databases to ensure compliance and successful programme delivery.</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
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Key Responsibilities:

1. 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. Ensure compliance data is routinely updated and issued to the client inline with the agreed SLA.
3. Utilise ICT systems to extract KPI data.
4. Principle contact and liaison between the client / customer and operations team for all appointments. They ensure the client/customer receive professional maintenance service in a timely manner.
5. Day to day planning for Electrical resources within the EICR work stream.
6. Ensure customer/client communication regarding scheduled or appointed ongoing work.
7. Work with other schedulers to ensure the best utilisation of available resources.
8. Work closely with the supervisors/ contracts managers regarding operational staff levels required to meet the peaks and troughs.
9. Monitor all reports and information to maintain work 'bucket' levels within stated performance levels whilst balancing a dynamic workforce.
10. Be able to organise your tasks in an efficient and effective manner liaising with customers, colleagues, other trades and sub-contractors / suppliers as necessary to complete the tasks efficiently and effectively aiming for first time fix.
11. Comply with all group policy and procedures.
12. To report back to team leaders / supervisors with regard to problematic or contentious issues.
13. Routinely produce and evaluate management information from the ICT system.
14. Work with suppliers/stores to manage van stock usage and materials to ensure the most effective route for the operative.
15. Verify all material, information, tools and Labour are available prior to scheduling.

16. Escalates issues to the team leader for work which does not appear to be valid or costly.
17. Health & Safety to be priority at all times.
18. To provide exceptional levels of customer service at all times.
19. Cost reduction.
20. Carry out any other reasonable duties which may be identified by your manager.

	Essential	Desirable
Knowledge		Knowledge of M&E compliance functions within the social housing sector.
Skills	<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 Group.</p> <p>Proficient IT knowledge and understanding, including Excell and Word.</p> <p>Able to manage conflicting priorities whilst under pressure.</p>	

Experience	Previous coordinator or scheduling experience, ideally within a responsive repairs or compliance service.	Previous experience of Housing Management systems such as AccuServe, Orchard or Documotive.
Qualifications/Education	Good standard of education, including Maths and English at GCSE Grade C or above	

People Management Responsibility?	This role has no line management responsibility
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.
<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Fix 360 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.</p> <p>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.</p>	

Key Role Performance Indicators

1. Programme Management – Updates & Completions performance
2. Processing / Management of certification – Recorded and issued with SLA
3. Emergencies Management
4. Variation Management – Ensuring any outstanding variations are dealt with.
5. Pending jobs – nil pending at end of each day
6. Customer satisfaction performance
7. Abandoned call rate
8. Average inbound and outbound call duration
9. Complaints – Volume received and time against target for remediation.
10. Productivity/Capacity planning – Number of hours and jobs per operative scheduled daily

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