

## ROLE PROFILE

<b>Job: Scheduler</b>	<b>Reports to: Team Leader</b>	<b>Tier: N/A</b>
<b>Job Purpose:</b>  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.		<b>Key Competencies:</b> <ul style="list-style-type: none"> <li>• Flexibility &amp; resilience</li> <li>• Meeting customer needs</li> <li>• Interpersonal understanding</li> <li>• Results focus</li> <li>• Future focus</li> <li>• Problem solving and decision making</li> <li>• Building relationships</li> <li>• Personal Learning and Growth</li> </ul>
<b>Key Responsibilities:</b> <ol style="list-style-type: none"> <li>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.</li> <li>2. 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.</li> <li>3. Day to day planning for all resources and work streams in the designated area.</li> <li>4. Ensure customer/client communication regarding scheduled or appointed ongoing work.</li> <li>5. Work with other schedulers to ensure the best utilisation of available resources.</li> </ol>		

6. Work closely with the supervisors/ contracts managers regarding operational staff levels required to meet the peaks and troughs.
7. Monitor all reports and information to maintain work 'bucket' levels within stated performance levels whilst balancing a dynamic workforce.
8. Undertake and complete work as directed by your line manager, supervisor or contracts manager.
9. 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.
10. Review the work to be performed and determine the best way to accomplish the work.
11. Carry out fully the post holder's responsibilities in respect of all Health and Safety legislation.
12. Comply with all group policy and procedures.
13. To report back to team leaders / supervisors with regard to problematic or contentious issues.
14. Routinely produce and evaluate management information from the ICT system.
15. Work with suppliers/stores to manage van stock usage and materials to ensure the most effective route for the operative.
16. Verify all material, information, tools and Labour are available prior to scheduling.
17. Escalates issues to the team leader for work which does not appear to be valid or costly.
18. Obtain and organise all information required for the skills to perform the work. Liaising with the relevant staff.
19. Ensure best practice is maintained and shared throughout the business.
20. Update operational ICT systems as required following business processes and procedures.
21. Undertake appropriate training in line with the post holder's training passport.
22. Carry out any other reasonable duties which may be identified by your manager.

	Essential	Desirable
<b>Knowledge skills &amp; experience</b>	<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.</p> <p>Able to manage conflicting priorities whilst under pressure.</p>	<p>Previous planning / scheduling experience.</p>
<b>Specific Role Accountabilities for People, Finance and Policy</b> ( ie accountability for managing a team/ budgets etc)		
<b>Key Relationships (internal/external)</b>	<p>Must be able to communicate with customers and colleagues effectively.</p>	

<b>Qualifications</b>	Good standard of education, including Maths and English at GCSE Grade C or above	
<p>It is expected that the post holder will be proficient in carrying out the work of other building trade roles in addition to their 'core' trade (multi-skilled).</p> <p>Post holder will be required to travel throughout the group as required to fulfil this role.</p> <p>Post holder may be required to participate in the 'on call' rota for Your Housing Group covering emergency out of hours repairs.</p>		