

ROLE DESCRIPTION: Works Scheduler

Reports to: Scheduling Team Leader

Responsible for:

- Coordinate and schedule works to the appropriate operative within agreed timescales
- Receiving inbound calls from customers and conducting outbound calls to request appointments.
- Organised work scheduling based on demand, resource availability and housing stock location to optimise workforce
- Pursue availability of materials / components required to complete repairs, keeping all stakeholders aware of progress at all times
- Providing timely and efficient forecasting where job volumes may exceed resources available and take timely action to address the situation.
- Ensure that all systems contain accurate and up to date information to reflect real time activity.

Role purpose:

To be an enthusiastic colleague, committed to providing the highest possible standard of service to customers and giving guidance, support and direction as appropriate.

To be accountable for delivering the highest possible standard of works scheduling to both internal and external customers.

To identify opportunities for improvement and address any concerns, providing guidance/training/feedback to support service delivery.

Act as a positive member of the Scheduling team, collaborating with other colleagues across departments and supporting a culture that delivers results and service excellence, and promotes the Karbon values and brand.

Key responsibilities:

Teamwork:

1. Contribute to the success of your team through the delivery of works scheduling, as part of the Support Services Team.
2. Act as a role model for the Group's values and culture.
3. Embed structural and cultural business change and service improvement, through collaboration and implementation of service strategies and plans.
4. Collaborate with, and support others in the team and wider business, creating a team environment that enables everyone to perform at their best.

Delivery:

5. Working predominantly on DRS ensuring operatives days are planned maximising productivity re-arranging works where necessary to optimise the operatives route
6. Continuously monitor workflow and queues on DRS, and rearranging appointments due to emergencies and non-productive time when required.
7. Receiving inbound calls and emails from customers and conducting outbound calls and emails to request appointments, ensuring any defects are correctly diagnosed and jobs are raised correctly on Capita Housing system.
8. Responsible for the effective daily planning of mobile workforces to ensure increased productivity and provide a consistent high quality and cost effective service
9. Ensure compliance is met in the workplace by deploying the right resource with the right skills, qualifications and accreditation to do the work.
10. Pursue availability of materials / components required to complete repairs, keeping all stakeholders aware of progress at all times and escalating enquiries to other teams/managers when required.
11. Actively look to maximise use of ICT facilities and new technologies and act as an ambassador during implementation.
12. Ensuring operatives are using their PDAs correctly and reporting any operative issues to Property Services Managers
13. Ensure that all written, electronic and telephone enquiries are answered and resolved effectively in accordance with agreed service standards and timescales.
14. Ensure that all systems contain accurate and up to date information to reflect real time activity. Validate and update customer information where required.
15. Support health and safety compliance by working with managers to ensure adherence to health and safety policies and procedures.
16. Provide cover for duties of colleagues within the Support Services Team as required
17. Providing timely and efficient forecasting where job volumes may exceed resources available and take timely action to address the situation.
18. Handle customer complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
19. This list is not exhaustive and the postholder will be required to undertake responsibilities and tasks deemed commensurate with the post.

Organisation wide:

20. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
21. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
22. Ensure that services fully comply with all organisational policy and procedures.
23. Ensure that risks within the directorate's activities are identified, removed or minimised.
24. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
25. Responsible with the Management team for the effective utilisation of Group assets.

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| <ul style="list-style-type: none">26. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion.27. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements. |
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The Works Scheduler is part of the Support Services Team. As with all Team member positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

PERSON SPECIFICATION: Works Scheduler

Experience and qualifications:

- a. Experience of scheduling work in domestic properties (D)
- b. Previous experience of using DRS and associated modules (D)
- c. Experience working in a Customer facing role (E)
- d. Experience of working in partnership with stakeholders to deliver excellent Customer Service (D)
- e. Experience of collaborating and working as part of an effective team (E)
- f. Demonstrable computer literacy with experience in the Microsoft Office programs. (E)
- g. Educated to GSCE level or equivalent, including Maths and English (D)
- h. Evidence of continuing professional development (D)

Knowledge:

- i. A general knowledge of building maintenance (D)
- j. A general understanding of safety compliance such as gas & electrical (D)

Skills:

- k. Ability to prioritise workload and work well under pressure to meet targets and deadlines. (E)
- l. Good level of written, presentation and interpersonal communication skills (E)
- m. Ability to work collaboratively across departments and influence others (D)
- n. Ability to think ahead, spot opportunities and take appropriate action (D)
- o. Flexible approach and a willingness to adapt to and work effectively within a variety of situations (D)
- p. Ability to work individually or as part of a team (E)
- q. High level of written, presentation and interpersonal communication skills (E)
- r. Ability to use judgement and take ownership of decision making. (E)

Attributes:

- s. Transparent and open, acting with integrity and able to build high levels of trust (E)
- t. Committed to diversity and inclusion (E)
- u. Champions innovation and encourages ideas (D)
- v. Resilient and able to work under pressure (E)
- w. Collaborative and inclusive (E)
- x. Actively role model and champion the Karbon vision, values and purpose (E)