



REPAIRS SCHEDULER

To join our busy In-House Repairs team, supporting our operatives with the repairs and maintenance of our homes across the region.

Location: Dumfries & Galloway (primarily home based with some regional travel)

Salary range: £22,932 - £28,947 FTE (subject to pay review) + competitive benefits package. Starting salary will be based on skills and experience.

Hours: General working pattern is 35 hours per week, between 8am and 4pm or 9am and 5pm, Monday to Friday. Permanent position.

About Us

Loreburn is a registered social landlord (RSL) and Scottish Charity, with 2,700 homes across Dumfries & Galloway. Established more than 40 years ago, our vision and mission is to 'create great places to live' by providing good quality, well maintained, and affordable homes.

As a community-based association, we place our tenant facing services at the heart of the communities we serve. Our 'Hub, Home & Roam' working model allows our team to work flexibly, ensuring they can be where they're most needed, supported by the right tools and resources to deliver on our commitments to tenants and communities.

The Role

Working remotely, you'll be at the forefront of our In-House Repairs Team with a key role to play in delivering a friendly, helpful and professional service to our customers and colleagues.

Your role will involve scheduling works and ensuring that our homes are safely and cost-effectively maintained and repaired.

You'll be a first point of contact for customers wishing to book repairs and maintenance services; enquire about the progress of any outstanding jobs, or those wanting guidance with any repairs/maintenance related matters.

While the role is home based, there will be regular travel to Dumfries and occasionally other locations in the region.

What We're Looking For

What's really important is that you have a strong commitment to excellent service delivery and are highly organised in your approach.

The ideal candidate will:

- Responding to all enquiries across a range of channels. You'll be a first point of contact for tenants wishing to book repairs and maintenance services; enquire about the progress of any outstanding jobs, or those wanting guidance with any repairs/maintenance related matters.
- Planning and scheduling works, making convenient appointments, and ensuring we have accurate information to prepare trades operatives for each visit.
- Taking ownership of issues, resolving customer queries, and focussing on providing solutions at first point of contact.
- Working closely with your team to provide generic administrative support as necessary to promote our 'one team' approach.
- Updating our HomeMaster and Oneserve management systems with jobs required, communications and all other activities to ensure the service is managed effectively.
- Possess strong customer service skills
- Be highly organised with excellent time management skills and the ability to plan tasks and projects.
- Be ICT proficient, particularly across Microsoft packages.
- Be confident to take ownership of issues and proactively seek solutions.

We value potential and a commitment to learning and encourage applicants who may not possess every requirement to find out more.

As a home based role, the ability to work from home in a suitable space, along with access to broadband is required. A driving licence and access to a vehicle will also be necessary.

Please take a look through the [role profile](#) for more information about the role, what's required, and the skills and competencies we're looking for.

Working With Us:

Along with a supportive work environment and a collaborative culture, we offer generous benefits and a great work/life balance.

- Competitive pay and rewards
- Matched pension contributions up to 8% and life cover of 3 x salary
- Salary sacrifice options for pension contributions
- 8 weeks annual leave including an allowance for public holidays
- Salary progression annually with additional inflationary increases each year
- Wellbeing Time – alternative to a 34-hour week. Staff have 49 hours (pro-rata) throughout the year to offer greater flexibility and support to health and work/life balance
- Westfield Health Plan – contributions towards a range of services including dental, optical, therapies, counselling and wellbeing services.

- Employee discounts including Blue Light card, cashback and high street retail and gym discounts
- Family friendly policies
- Flexible working and a Hub, Home and Roam working model
- Support for continuous professional development and protected learning time
- Strong values-based culture offering autonomy and empowerment
- Paid volunteering days
- Long service rewards
- Professional fees - Loreburn will reimburse one set of annual fees paid by employees for membership of professional institutions when such membership is directly relevant to our work

For a confidential chat about the role, please contact Gemma Kelly, Scheduling Supervisor on 07736293376 or via email at Gemmak@loreburn.org.uk or Carol Gilmour, Data & Performance Officer on 07850506993 or at CarolG@Loreburn.org.uk

How to Apply

Apply by completing the online Recruitment Application Form which can be accessed [here](#).

Closing date for applications: Monday 2 March 2026 at 9am

Interview date: Week Commencing 23 March 2026

We're committed to making our recruitment practices as accessible as possible for everyone, this includes making any necessary adjustments. If you need us to do anything differently as part of the recruitment process, please let us know.