

Role Profile

Scheduler

In-House Repairs Team

Reporting Structure	Reporting directly to the Scheduling Supervisor.
Salary Band	Band C: Appointment to the salary scale point will be dependent upon skills and experience. Salary progression will occur annually on an incremental basis until the top of the scale is reached, provided delivery of role requirements are demonstrated.
Contract & Hours	Permanent - 35 hours per week, Monday-Friday. (9am-5pm each day with 1 hour lunch break)
Workbase	Home based , with a requirement to travel to sites regularly and to attend in person meetings and training events at locations across the region. A notional base of Dumfries/Stranraer will be allocated and used to calculate working hours and any required travel time. A dedicated home workspace with reliable internet connectivity is essential. Loreburn will provide all necessary IT equipment, including financial help to set up a comfortable and productive workspace.

Role Summary

As a Repairs Scheduler you'll have a hugely important role to play in the team to provide a high-quality customer focused service.

You'll be on the frontline dealing with enquiries via a range of contact methods. You'll schedule and arrange appointments with customers, ensuring that we deliver the service cost effectively and use resources efficiently. You'll deal with routine queries, providing updates on repairs and will liaise with your team to ensure service delivery meets our own high standards and our customers' expectations. You'll keep our IT platforms and databases up to date and monitor ongoing works and customer satisfaction.

Our approach is very much 'one team' and so you'll collaborate with your team, and others, to achieve positive outcomes for our customers and communities.

You'll need the skills and resilience to deal with the occasional tough conversation with professionalism – but the rewards will more than make up for it as together we build on our work to create GREAT places to live.

Our Service Commitment

Delivering a great service experience runs through all we do at Loreburn. This commitment extends to how we work with one another internally, building a culture of respect and professionalism in every interaction.

We take pride in taking ownership of issues, focusing on effective solutions, and applying the principles of our MGI customer service training to deliver consistently high standards. Whether resolving a tenant query, supporting a colleague or leading a team, we are all responsible for creating an experience that feels responsive and solution focused.

This means we:

- Demonstrate care and professionalism in our interactions
- Use initiative to resolve issues and avoid unnecessary delays
- Take personal accountability for the quality of service provided
- Apply learning from our MGI training to enhance service experience
- Work together to deliver joined-up services and support
- Are proactive in improving services and sharing good practice

Regardless of role, it's essential that the postholder shares this commitment, helping us deliver an exceptional service experience for everyone we connect with.

Key Responsibilities

- 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.
- Monitoring quality of work and the service, liaising with colleagues to overcome any identified issues or obstacles.
- Working closely with your team to provide generic administrative support as necessary to promote our 'one team' approach.

- Providing a first point of contact and front-line resolution to any tenant complaints and dealing with these professionally and in line with policies and procedures, including those relating to customer service delivery.
- Assisting with any reporting mechanisms that help us keep on top of performance objectives.
- Updating our HomeMaster management system with jobs required, communications and all other activities to ensure the service is managed effectively.

General

- Take responsibility for own professional development, participating in training and learning opportunities and keeping up to date with changes in legislation, standards and best practice.
- Comply with organisational policies and procedures.
- Demonstrate awareness of own wellbeing and safeguarding responsibilities in all duties.
- Promote Loreburn's values and commitment to high quality service and tenant focus through all work activities.
- Support team projects by assisting with planning, monitoring, risk identification, and reporting progress as required.
- Help maximise effective use of information technology systems to support efficient service delivery.
- Contribute to the continuous improvement of services by identifying opportunities for quality assurance checks and service reviews.
- Provide support to other teams as and when required to meet service requirements and customer service related duties. This may include project working and/or job rotation.

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required will be appropriate to the role and salary grade.

Person Specification

Category	Requirement	Essential or Desirable
Qualifications	Educated to SVQ Level 3/4 or equivalent, e.g. GCSE/O Level Maths and English Grades A – C.	E

	Evidence of continuous learning and development linked to a relevant subject.	D
	Knowledge of technical or trade-based works or repairs diagnosis.	D
Knowledge & Experience	Have customer service experience OR can demonstrate that your skills, personal qualities and experience equip you to take on the role.	E
	Experience in tenant communication and engagement.	D
Abilities, skills and attitude	ICT proficiency, including skills in the use of Microsoft packages including Office 365 Teams, including competence with Microsoft Word, Teams, Excel, MS Surveys, PowerPoint and Outlook. Other packages desirable.	E
	Are a self-starter who thrives on delivering excellent performance results and outcomes.	E
	Can represent Loreburn positively and are passionate about delivering an exceptional customer service.	E
	Have great communication skills and have a good standard of written literacy and numeracy.	E
	Are able to work under pressure, organising and prioritising to deliver outputs and meet deadlines.	E
	Are pro-active and can take ownership of issues, using your initiative to find solutions.	E
	Demonstrates personal accountability by understanding what is expected, delivering work to a high standard, addressing issues promptly and escalating matters appropriately when needed.	E
	Are able to work independently with a high degree of skill and professionalism, whilst also being a great team player to get the job done.	E
	Are able to work using your own initiative and can think creatively to achieve the right outcomes.	E
	Can be flexible – both in your approach to work and your ability to meet the changing needs of our organisation and customers.	E

	Demonstrable commitment to Loreburn's GREAT values.	E
General	Adequate internet connectivity from home and a suitable space to work from that can be productive, private, and comfortable.	E
	Possession of a full UK driving licence (maximum 3 penalty points) and access to a vehicle with suitable insurance cover for business use.	D
	Flexibility, including a willingness and ability to travel to accommodate visits, meetings or training sessions as required; and including occasional working outside of core hours to meet tenant or organisational needs.	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £ - £ with annual progression
- **Hours:** 35 hours each week – working Monday to Friday, 9am to 5pm
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** 5% employee contribution and 8% employer contribution with additional option for salary sacrifice.
- **Probationary period:** 4 months/2 months (external/internal appointments)
- **Access to broadband** and an adequate space to work from is required of this post

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies
- Westfield Health cover and cash plan
- Health and wellbeing initiatives

- Paid volunteering days
- Learning and development culture
- Long Service rewards
- Paid professional fees
- Wellbeing Time – alternative to a 34-hour week. Staff have 49 hours (pro-rata) throughout the year

Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -

G R E A T				
Growth Mindset	Respect	Exceptional Tenant Experience	Accountable	Together
We learn, grow and change to be the best we can be.	We care about all that we do and treat others with fairness, empathy and professionalism.	We are responsive and deliver a positive and professional service.	We take ownership of our responsibilities and deliver on our commitments.	We collaborate and work as 'one team' to achieve shared success.

We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.