

## Role Profile

# Scheduler

**Reporting to:** Scheduling Supervisor

**Salary band:** C

**Base:** This post can be based in the Dumfries or Stranraer office. The organisation is looking to move towards more agile working.

**Purpose of job:** To provide a high-quality customer focussed service ensuring the Loreburn values are lived and applied in your day to day work. You will work as part of a team in a busy help desk and office environment, where excellent customer service has to be delivered on every call, ensuring that all jobs are completed within agreed timescales and all appointments are kept whilst always meeting KPI targets.

Assist in responding to complaints to meet customer expectations in accordance with service specifications.

To ensure that Health and safety and welfare issues are communicated effectively and promoted within the area of responsibility and that staff fully understand their responsibilities and fulfil their duties in accordance with the Association policies and procedures. Responsible for reporting anything that may pose a risk to the Health and Safety to themselves or others

## Duties and responsibilities

- Arranging appointments for residents with Trades people in a cost effective and organised manner
- To plan responsive works within the scheduling system to maximise the efficient use of resources to ensure targets are achieved
- To allocate appointments to ensure all work is completed within target
- Dealing with queries from residents, changing appointments
- Rescheduling appointments using our planning tools
- Logging current jobs onto our job management system/database
- Working with Supervisors and trades people to organise and schedule work
- Updating and changing information as the job changes

- To ensure tenants are aware of any amended appointment slots and the likely duration of works
- To monitor the progress of appointments and liaise with repair staff to ensure appointments are kept
- To communicate with the supervisors about matters of work quality, timeliness and potential HR issues concerning the tradesperson
- To support the Contact Team and communicate changes or issues
- The key person communicating between the resident and maintenance worker
- Keeping all activity logged and up-to-date in an accurate manner
- Cooperate with colleagues from other Departments in a timely manner if and when necessary
- Provide information to your line manager in a timely manner when requested to do so
- Follow and support policies, procedures, initiatives and work instructions related to sustainability improvement and environmental compliance
- Receiving phone calls from operatives on site
- Ensuring that operatives are using and updating their PDAs correctly
- Ensuring that all follow on jobs are actioned by the end of the day.
- Back up to all other planners, covering any absences

## General

- To take responsibility for own continued personal development and update knowledge and skills, with support from Loreburn, to perform the role at an effective level.
- To positively implement and ensure compliance with policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- To provide the highest quality services incorporating best standards and practice, promoting Loreburn to its tenants, clients and customers.
- To respect the diverse backgrounds and needs of our customers and sensitively and when necessary adapt our approach accordingly.

- To act as a role model for Loreburn HA encouraging all employees to deliver a high-quality service, right first time, visibly demonstrating our GREAT values
- Take a proactive and key role in projects, including effective planning and monitoring of projects, managing risk, issues and benefits and contingency planning; in line with the annual planning process.
- To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services, actively supporting the migration away from spreadsheets towards the primary IT system (Aareon QL)
- Contribute to strategies, new initiatives, policies and procedures to meet the aims of the organisation
- Implement and monitor audit recommendations/action plans in accordance with agreed timescales.
- Work with colleagues in the management team to identify areas for quality assurance checks and service reviews.

## Values and expected behaviours

Loreburn is an exceptional place to work and attracts, develops and retains talented staff. Even with the most talented staff we must hold ourselves to account and our vision and values help us accomplish our goals.

Alongside our values we are committed to employing the right people, delivering good governance, creating a robust infrastructure and making best use of our assets to ensure we Create Great Places to Live.

### **Growth Mindset**

We strive to be the best and continue to learn, grow and change to achieve it.

### **Respect**

We care about all that we do and how we do it.

### **Entrepreneurial thinking**

We try new things and open our eyes to new ideas and ways of working.

### **Accountable**

We are responsible for what, when and how we do things.

### **Together**

We deliver our best results when we work as a team.

## Person Specification

**This section summarises the skills, knowledge and experience required for this role.**

Skills, knowledge and experience	Essential	Desirable
Excellent communication skills are essential as candidate is the first point of contact for the company, liaising directly with tenants taking calls from tenants wishing to report a repair.	<b>X</b>	
Experience of working in a similar role within the social housing sector	<b>X</b>	
Experience of working in a customer-focussed service	<b>X</b>	
Working within a housing maintenance environment		<b>X</b>
Ability to work under pressure and deliver outputs in line with Association targets and deadlines	<b>X</b>	
Experience of planning, allocating and scheduling maintenance work for operatives, either for an in-house operative or maintenance contractor, delivering domestic or commercial repairs	<b>X</b>	
Strong administration skills	<b>X</b>	
Ability to organise and prioritise workload to meet deadlines	<b>X</b>	
Good time management skills and an ability to meet deadlines.	<b>X</b>	
General understanding of responsive repairs or similar		<b>X</b>
Experience of using a scheduling tool to plan works	<b>X</b>	
Calm and professional	<b>X</b>	

telephone manner when dealing with callers		
Ability to undertake heavy workloads, at times and keep to required performance standards	X	
Ability to work independently with a high degree of skill and professionalism but also as part of a team	X	
Must be able to work outside normal hours i.e. Standby	X	
Ability to work on own initiative	X	
<b>Qualifications and Education</b>		
Good General Education	X	
Knowledge of Repair Systems	X	
Up to date knowledge of Health & Safety	X	
IT literate	X	
Understanding of KPI's		X