

Job Description

Job Title:	Scheduler
Reporting to:	Responsive Resource Manager
Accountable for:	N/A
Purpose:	<p>To provide scheduling support to achieve a repairs service that is efficient, effective and delivers positive outcomes for customers.</p> <p>Take responsibility for customer issues and ensure that they are dealt with in a timely and customer focused way.</p> <p>Coordinate and efficiently schedule the work of the IHT and Contractors within the in-house scheduling system ensuring performance and customer targets are met.</p> <p>Maintain accurate records for auditing purposes.</p>

Duties and Responsibilities

- To assist in the maintenance of performance, standards and productivity that meet targets and assures the viability of the IHT.
- Ensure optimum effective and efficient service delivery, liaising regularly with all stakeholders, including customers, customer service staff, repairs co-ordinators, building services and housing staff.
- To maintain the accuracy of data held within the scheduling system for which you are responsible on a day to day basis to ensure that all new or amended data is received and accurately amended in a timely and efficient manner.
- To monitor throughout the day the workloads, resource availability to achieve maximum operative efficiency liaising directly with other stakeholders where necessary, non-availability, customer and company appointment changes, job material requirements where applicable and other work schedules and work schedule items.
- To regularly run maintenance reports to ensure data integrity and to monitor workload.
- To refer to the Production Manager issues and pressures on demand and operative availability which will arise outside own level of responsibility for resolution.

- Ensure that all scheduled day to day activities are completed at the end of each working day, where there are any outstanding issues these are reported to the Production Manager.
- Work with management and colleagues to provide adequate cover is for maintaining the service during periods of annual leave and sickness.
- Assist in demonstrating and give advice to management and colleagues on job related aspects of Service Connect and any other linked systems.
- To be positively involved with any future system or business process improvements and take an active role in their communication and implementation.
- Provide update and exception reports as required by the Production Manager or Senior Manager.
- Undertake training or personal development programs as required to maintain proper standards of service delivery in accordance with relevant policies, procedures and practices.
- Promote Value for Money and continuous improvement within the service area.
- Attend meetings, training or other service area discussions as and when required.

General Obligations – All employees

- To take responsibility for own personal development and update knowledge and skills, with support from Aspire, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- To implement positively and ensure compliance with, the Group's 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 the Group to its tenants, clients and customers.
- Taking ownership and responsibility to respond to complaints positively and professionally (*as appropriate to role*).

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- To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services.
- To perform any other duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's absolute discretion in the future.

As a general term of employment, the Group may effect any necessary change in job content, or may require the post holder to undertake other duties, at any location within the Group.