



Person Specification: Scheduler			
	Requirement	Essential (E) or Desirable (D)	Assessed by
Qualifications or training	• GCSE in English and Maths or equivalent	D	A
	• Typing or word processing qualification equivalent to RSA 1	D	A
Experience	• Experience of working in an office environment	D	A/I
	• Experience of dealing with customers, preferably in a maintenance/construction environment	E	I
	• Experience of working in a scheduling role in a similar organisation to Aspire Response i.e. maintenance/construction	E	A/I
	• Understanding of Orchard Housing Management System	D	I
	• Understanding of Service Connect System	D	I
	• Understanding and knowledge of repairs processes	D	I
Knowledge ,Skills and Abilities	• Possess a wide range of IT skills and knowledge	E	A/I
	• Ability to demonstrate clear and varied methods of communication	E	I

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	<ul style="list-style-type: none"> Ability to make accurate decisions based on all the information available, even when under pressure. Able to influence others to make the best decisions for Aspire and its customers Ability to plan and organise work in order to meet operational needs and targets Ability to demonstrate how both internal and external customers are valued, ensuring that the customers are involved in future decisions about the business Ability to demonstrate an understanding of Aspire Housing as a business and their commitment to its aims Ability to demonstrate how to treat everyone fairly and with respect, yet valuing any differences in individuals Ability to demonstrate the importance of learning new skills and knowledge to enable the development of themselves and others 	E	I
		E	I
		E	I
		E	I
		E	I
		D	I
Other			
			Assessment Methods Key
			Application (A)
			Interview (I)
			Test (T)

Scheduler

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Person Specification: Scheduler			
			Presentation (P)
			Certificates (C)