

Job Profile

Job Title	Scheduler
Reports to (job title)	Customer Service & Planning Manager
Job Reference No.	HOMEJD807

The job in a **nutshell...**

You'll provide reliable, consistent and effective outcomes to all Home Group customers, colleagues and stakeholders in the delivery of your work.

You will be responsible for providing an efficient works allocation and scheduling service within Home Groups repairs and maintenance service, that promotes efficiency, drives productivity and provides excellent customer service.

What **success** will look like...

The shared goals and successes in the role will include but not exclusive to;

You will promote the efficient use of in-house systems including dynamic resource scheduling (DRS) to maximise service delivery and implement new and improved methods of operation to ensure continuous service improvements and efficiencies.

All systems will contain accurate and up to date information to reflect real time activity, providing timely and efficient forecasting where job volumes may exceed available resources to allow action to be taken to address the situation.

Workflows on DRS will be continuously monitored, making new and rearranging existing appointments and ensuring all emergency works are attended within the published timescales. Availability of materials required to complete repairs is coordinated with stakeholders regularly updated on progress.

The use of IT and new technologies is maximised as you'll act as an ambassador during implementation of DRS and future system upgrades. Colleagues are supported with the use of mobile devices to ensure all data is captured correctly.

Work is coordinated and scheduled within agreed timescales, achieving our customer satisfaction levels, service standards and KPI's, optimising workforce productivity and most importantly delivering on our Customer Promise.

Everything we do will be for the right reasons at the right times; you'll be able to articulate what support you need, and address any concerns by providing guidance, training and feedback supporting a culture that delivers results and service excellence.

You'll embrace change, seeking and acting upon feedback from your stakeholders to help inform improvements.

You will provide excellent customer service in all areas of service provision dealing with customer-based enquiries in an efficient customer focussed manner. You'll build effective relationships with stakeholders, including the customer service centre (CSC) in order to ensure maximise customer service and joined up working.

You'll already have these **brilliant** skills, qualifications and knowledge...

Awareness of Health and Safety compliance within a Repairs and Maintenance environment, working closely with Managers to ensure adherence to H & S policies and procedures.

A track record of working in a fast-paced Repairs and Maintenance environment, with experience of managing and developing workforce planning systems, such as Dynamic Resource Scheduling (DRS).

Experience of processes and sequencing involved in repairs and maintenance activities, such as responsive, planned and cyclical work programmes and knowledge of trade activities in a construction environment.

Highly developed analytical, resourcing and communication skills, with the ability to present detailed information to various audiences in an efficient and effective way.

Experience working in a fast-changing environment with the organisation and customer service skills needed to manage changing priorities.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience using Capita Open housing (or similar) in a repairs and maintenance capacity.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

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Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐

You'll manage people? No ☒

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☒ Regular ☐ Frequent ☐



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