

Role Profile

Works Scheduler

Location:

Morfa Gele, Abergele Office.

Salary:

Up to £27,358 Gross Per Annum
Full Time, Monday to Friday

Job Purpose:

To act on planning and scheduling works for Trades using the system, having the autonomy to make informed decision, ensuring resources and productivity are maximised whilst delivering excellent customer service.

Liaising with contractors daily to maximise best use of contractor resource on works required.

Role Dimensions:

Managing the diaries of approx. 12-15 Trades across all trades throughout the working day. Jobs can be in tenanted properties or in vacant properties.

Liaising with contractors to maintain delivery expectations and customers and Trades regarding changes to appointments.

Focus and Responsibilities:

To ensure Trade Technicians work schedules are organised to maximise productivity and reduce non-productive activity.

To ensure target dates are met on every job.

To ensure jobs nearing expiry target date are completed within allotted timescales.



To ensure contractors are abiding by agreed timescales and providing sufficient evidence for job completion – automated emails to sub-contractors every early Monday morning, Work Schedulers continue to monitor as a Team.

Daily checks on any jobs in the system that have not been completed will need scheduling.

To ensure that Trade Technicians communicate in a timely and accurate manner about the progress of work, to schedule their work in view of tenant’s requirements.

To re-schedule jobs in the event of an unplanned absence of an operative, and to contact tenants directly to agree any changes.

To communicate any changes / updates directly with affected tenants.

To communicate with the relevant Managers and colleagues in Property Services about matters of work quality, timeliness and potential people management issues concerning the Trades.

To communicate with the call centre about any changes / issues.

To identify and highlight resource issues (such as over or under capacity) to works Managers in Property Services.

To provide support to the repairs call centre as a Customer Advisor (for example during peak times or in case of a major disaster).

Autonomy and Decision-making

Authority to reallocate works to available resources within current working day and re-appoint work in consultation with the tenant. Making decisions and have autonomy to plan works, including liaison with contractors daily, to ensure Trades time is being maximised efficiently, delivering an outstanding service to customers.

Approval required to re-appoint jobs outside of agreed response times or to re-prioritise jobs.

Areas of Complexity

Managing tenant expectations in relation to carrying out a repair when tenant expects a replacement, e.g. tenant wants new kitchen, but repair is sufficient.

Managing works diaries to ensure capacity for emergencies whilst ensuring diaries are filled as effectively as possible.

Making decisions in the absence of the Contact Centre Leader / Repairs Manager to ensure resources are being maximised efficiently, delivering customer excellence.

Key Relationships:

External:

Tenants – Communication with tenants for re-appointing work or arranging appointments for follow on work.

Contractors – arranging the coordination of works daily.

Internal:



Property Services Managers and colleagues – Daily communicate resource capacity issues to highlight need to reallocate or release resources.

Trade Technicians – Communication with operatives on changes to works plan, material requirements etc

Person Specification

Knowledge and Experience:

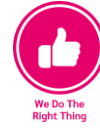
	Essential/ Desirable	Assessed by?
Experience and good knowledge of housing maintenance activities	E	Application/Interview
Experience of identifying and highlighting resource issues to management	E	Application/Interview
Knowledge of appropriate service standards	D	Application/Interview
Experience of using integrated contractor-based ICT Systems	D	Application/Interview

Skills:

	Essential/ Desirable	Assessed by?
Numeracy & Literacy Skills	E	Ability Test
Microsoft Office; Word, Excel, Outlook (Basic Level)	E	Ability Test
Accuracy and attention to detail in data entry	E	In Tray Exercise
Planning, prioritising, coordination and organising skills (including contingency planning skills)	E	Interview
The ability to communicate fluently both verbally and in writing through the medium of English	E	Application/Interview
The ability to communicate fluently both verbally and in writing through the medium of Welsh	D	Application/Interview

Cartrefi Commitments

	Essential/ Desirable	Assessed by?
We do the Right Thing	E	I
We Lead by Example	E	I
We are stronger together	E	I



Equal Opportunities Statement Cartrefi Conwy are committed to Equality and Diversity in our activities and welcome applications from all qualified candidates.

*Where disability precludes, this will be reviewed with the candidates at the interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.

Data Protection: Your personal data will be handled in accordance with GDPR and the Data Protection Act 2018. We will use your data solely for recruitment purposes and will not share it with third parties without your consent.