

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>JOB TITLE</b>	Works Scheduler
<b>REPORTS TO</b>	Gas Servicing & Repairs Manager
<b>DIRECT REPORTS</b>	None
<b>TEAM</b>	Property Services
<b>LOCATION</b>	Abergele
<b>SALARY DETAILS</b>	Up to Grade 4 Point P

### 2. PURPOSE

To schedule the use of resources and management of operative work diaries using Opti-Time planning workload over a period of days / weeks in order to ensure that tenants are given a good service and that resources are used efficiently.

### 3. DIMENSIONS *Scale & Diversity*

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

Also required to liaise with tenants and operatives regarding changes to appointments etc.

### 4. MAIN ACCOUNTABILITIES

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

To ensure that Trade Technicians communicate in a timely and accurate manner about the progress of work, in order 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 Coordinators in Building Maintenance about matters of work quality, timeliness and potential people management issues concerning the operatives.

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

To identify and highlight resource issues (such as over or under capacity) to works Coordinators.

To provide support to the repairs call centre as a Customer Advisor (for example during peak times).

### 5. CORPORATE ACCOUNTABILITIES

To actively support the overall delivery of Cartrefi Conwy's objectives to provide an excellent, innovative and truly customer focused service.

To contribute to community involvement and tenant participation activities as required.  
As a representative of Cartrefi Conwy, to, promote and maintain a positive attitude and image at all times.

To positively promote Cartrefi Conwy's values; constructively challenging traditional ways of working, contrary behaviour or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Cartrefi Conwy's Standing Orders, policies and procedures, standards of probity relating to the organisation's charitable status and Welsh Assembly Government Regulation.

To support the development, review and implementation of policies and procedures, in particular of:

- Health, safety and welfare initiatives
- The associations principles on Equality and Diversity
- Risk management initiatives
- Performance management practices

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively in cross functional working groups where required.

## 6. WORK CONTEXT (environment, type of equipment)

This post is office based and the regular use of ICT systems and technology is a requirement of the post.

## 7. AUTONOMY AND DECISION-MAKING (limits and freedoms)

Authority to reallocate works to available resources within current working day and re-appoint work in consultation with the tenant.

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

## 8. COMMUNICATIONS (the main communications that take place. frequency, purpose and method)

<b>INTERNAL</b>	<b>Property Services Manager</b> – Communicate resource capacity issues with to highlight need to reallocate or release resources. - Daily <b>Trade Technicians</b> – Communication with operatives on changes to works plan, material requirements etc
<b>EXTERNAL</b>	<b>Tenants</b> – Communication with tenants for re-appointing work or arranging appointments for follow on work.

## 9. AREAS OF COMPLEXITY (what provides most stretch)

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.

## 10. AGREEMENT

Job Holders' Signature:

Date:

Line Managers' Signature:

Date:

# Person Specification Works Scheduler

<b>ACADEMIC / PROFESSIONAL QUALIFICATIONS</b>	<b>Essential / Desirable</b>	<b>How this will be assessed</b>
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
Experience and good knowledge of housing maintenance activities	Essential	Application / Interview
Experience of identifying and highlighting resource issues to management	Essential	Application / Interview
Knowledge of appropriate service standards	Desirable	Application / Interview
Experience of using integrated contractor based ICT Systems	Desirable	Application / Interview
<b>SKILLS</b>		
Numeracy & Literacy Skills	Essential	Ability Test
Microsoft Office; Word, Excel, Outlook (Basic Level)	Essential	Ability Test
Accuracy and attention to detail in data entry	Essential	In Tray Exercise
Planning, prioritising, coordination and organising skills (including contingency planning skills)	Essential	Interview
Welsh Language Skills	Desirable	Application / Interview
<b>CARTREFI CONWY VALUES</b>		
Committed to Quality	Essential	Interview
Respectful	Essential	Interview
Doing the Right Thing	Essential	Interview

**Cartrefi Conwy are committed to Equality and Diversity in our activities**

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