

## Job Description

|                          |                          |
|--------------------------|--------------------------|
| <b>Job Title:</b>        | <b>Repairs Scheduler</b> |
| <b>Reporting to:</b>     | Scheduling Supervisor    |
| <b>Department:</b>       | Repairs and Maintenance  |
| <b>Direct Reports:</b>   | N/A                      |
| <b>Budget:</b>           | N/A                      |
| <b>JD date reviewed:</b> | February 2023            |
| <b>Job Level:</b>        | 11                       |

### Job Purpose

To assist in the administration, planning and scheduling of Eastlight responsive maintenance works and planned contracts. Monitoring progress and liaising with residents and internal departments to ensure that communication is of a high level and jobs are processed efficiently. To ensure that tenants receive a high quality and responsive service that makes the best use of available resources.

### Key Strategic Responsibilities

- Assisting in the administration, planning, and scheduling of Eastlight responsive maintenance works and planned contracts
- Monitoring progress and liaising with residents and internal departments to ensure that communication is of a high level and jobs are processed efficiently
- To ensure that tenants receive a high quality and responsive service that makes the best use of available resources

### Key Functional Responsibilities

- Plan, monitor and direct the in-house trades', and planned works team daily using specialist software, to maximise their efficiency to meet the aims, objectives and requirements of the responsive repairs service and planned contract works, closing off jobs on completion to ensure that we meet our Key Performance Indicators
- Prioritise our trades works (and where appropriate contractors) workloads on a day-to-day basis, including manual intervention into planned works sequences
- Reschedule jobs in the event of an unplanned absence of a tradesperson, or failure by a specialist subcontractor to attend and to communicate any changes / updates directly with the affected residents and staff members concerned
- Accept specific responsibilities for leading in the scheduling of specific trades and contractors whilst supporting the team
- To assist the manager with the maintenance and upkeep of documentation
- To order special materials and liaise with stores to ensure that they are available when required
- To guide, advise and make daily decisions for the trades' team and contractors with regards to their jobs and the completion of the works
- To assist the trades' team with technical queries on their PDA'S and liaise with ICT when unable to resolve

- To fully liaise with residents including service requests, queries and concerns and complaints
- To offer support to the Customer Service Centre and take ownership of situations and delivering excellent customer service
- To communicate with the Customer Service Centre, teams and contractors about changes / issues to works schedules
- To make decisions on follow-on works and to which department works should be allocated

| <b>Person Specification</b>           |   |
|---------------------------------------|---|
| <b>Education &amp; qualifications</b> | <ul style="list-style-type: none"> <li>• GCSEs level 9-4 in Maths and English or equivalent level of numeracy and literacy skills</li> </ul>  |
| <b>Experience</b>                     | <ul style="list-style-type: none"> <li>• Previous scheduling or similar experience within fast moving environment</li> </ul>  |
| <b>Knowledge and Skills</b>           | <ul style="list-style-type: none"> <li>• Able to operate in a multiscreen environment using several bespoke software systems when planning, scheduling, and appointing work within a highly reactive environment to meet the demands of the business</li> <li>• Demonstrate a good working level of Outlook, Word &amp; Excel</li> <li>• Proven communication skills internally and externally, both verbal and written</li> <li>• Ability to work to tight deadlines, prioritise workloads, able to anticipate problems and resolve them effectively</li> <li>• Able to keep calm and work under pressure</li> <li>• Make sound and timely decisions in a fast-paced reactive environment, be flexible, adaptable and use own initiative</li> <li>• To have a good working knowledge of building terminology</li> <li>• Knowledge of Orchard / DRS software would be advantageous</li> </ul> |