



ROLE PROFILE

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| POSITION | Scheduler | | |
| TEAM | Responsive and Planned Maintenance | LOCATION | Coastline House |
| VERSION | 1.0 | LAST UPDATED | August 2017 |

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| PURPOSE OF ROLE | To be responsible for delivering excellent maintenance and customer service by providing a first point of contact for customers, contractors and stakeholders. Delivery of front line repairs and maintenance services to customers in line with Company targets. |
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KEY ACCOUNTABILITIES

1. Provide first point resolution for the majority of customers' repairs and maintenance queries including provision of reception repairs and maintenance services for customers, contractors and stakeholders.
2. Produce performance reports and commentary in respect of Responsive Repairs targets and customer satisfaction.
3. Manage and progress Handyline (Handyperson) enquiries, ensuring that company and customer responsibilities are correctly coded within work orders.
4. Management and sharing of Asbestos Survey information with the trade operatives and relevant supervisory staff as necessary.
5. Carry out telephone quality inspections with customers and report findings, satisfaction levels and areas for improvement to the Coastline Services management team.
6. Identify rechargeable repairs and ensure that Income and Tenancy Management colleagues are able to progress rechargeable works.
7. Support the CSL Supervisor's in the production of daily, weekly, monthly contractor performance information for the Repairs Team, including the scaffold and tool hire registers.
8. Carry out general and specialist administrative support for other services.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues and contractors.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Responsive Maintenance Supervisor.

CONTACTS

Internal

- Directors and managers of CSL
- Supervisors of CSL
- Administrative and finance support staff as required
- CHL Cleaning and Customer Service Staff

External

- Customers and potential clients of CSL
- Local Authorities, construction companies, service providers, housing associations etc.

PERSON SPECIFICATION

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| QUALITY | ESSENTIAL | DESIRABLE |
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| Education & Qualifications: | <ul style="list-style-type: none"> • Good general level of education / literacy and numeracy skills | <ul style="list-style-type: none"> • NVQ 2 or higher in Customer Services • ECDL • CIH or equivalent in Customer or Maintenance Services |
| Experience, Knowledge and Understanding | <ul style="list-style-type: none"> • Relevant experience in a similar administrative assistant support role • Experience of dealing with contractors' staff both face to face and on the telephone • Experience of solving problems to meet customers expectation within repairs timescales • Experience of carrying out administrative tasks to specified deadlines • Experience of dealing with confidential information • Knowledge and awareness of repair requirements within a social housing environment. | <ul style="list-style-type: none"> • Understanding of Right to Repair legislation • Understanding of the role of social housing • Experience of working with vulnerable people or people with support needs • Knowledge of the requirements of the data protection act |

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| Job Related skills | <ul style="list-style-type: none"> • Ability to recognise instances where reported repairs represent Health and Safety risks and require emergency action • Sound IT skills across the range of Microsoft applications. Including Microsoft Excel and word. • Excellent telephone manner • Excellent interpersonal skills • Able to make sound judgements based on information available • Sound Keyboard skills • Able to plan and prioritise work to meet specified deadlines • Able to research and take the initiative in leading in an area of repairs and maintenance service delivery • Able to communicate effectively with internal customers and external contacts | <ul style="list-style-type: none"> • Ability to recognise and implement Good Practice within the role to create efficient working practices • Experience of using housing, maintenance or customer related database packages (as a front end user). |
| Personal Skills | <ul style="list-style-type: none"> • Commitment to customer involvement and customer service excellence • Good team member • Diplomatic • Assertive • Resilient • Able to work under pressure • Can do attitude • Able to work on own initiative | <ul style="list-style-type: none"> • Commitment to social housing |
| Other | <ul style="list-style-type: none"> • Able to work shifts as specified by the needs of the business to include evenings. | |