



Job Title: Resource Scheduler

Grade: Y4a

Reports To: Team Manager

Number of Reports: Nil

Key job element

- Responsible for coordinating, planning and scheduling operational resources through the utilisation of dynamic resource scheduling software.
- Maximise the utilisation of operational resources through continual monitoring of demand and workforce availability
- Coordinate communications between the call centre, customers and trade staff to ensure repairs are completed on time, whilst maximising operational efficiency and enhancing customer satisfaction
- Coordinate materials and specialist subcontractors, and coordinate with operational resources, keeping customers updated throughout the process
- Monitor and highlight where service demand exceeds available resources in real time
- Provide timely and accurate information on resource scheduling performance and efficiency

Person specification

This area focuses on skills/ knowledge required in the role.

Essential Criteria

- Experience of operating in a dynamic environment responding to, and resolving emerging issues
- Ability to forecast, plan and prioritise workload based upon service demands, customer expectations and available resources
- Experience in a customer focussed environment, responding positively to operational challenges
- Demonstrates a high level of communication skills to work collaboratively with other schedulers, the call centre and trade staff
- Committed to continuously improving and delivering high quality and efficient services through the identification, evaluation and development of opportunities
- Excellent organisational skills, and able to plan and prioritise and think clearly and decisively within the working environment
- Ability to deliver services that uphold the requirements of the Equality Act, Safeguarding policy and Dignity at Work policy
- Competent user of range of technical and IT equipment and software required to carry out role

Desirable Criteria

- Previous experience of working with resource scheduling, or a repairs environment

All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude