2021 VAC 232

**Job Description**

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| **Job title** | **Works Scheduler** |
| **Grade** | 3 |
| **Service/Team** | Building Services |
| **Main purpose of job** | * To operate and manage customer service work requests and to maintain an effective IT help desk function within scheduling software. * To be responsible for the co-ordination of planned, cyclical and responsive repairs within a software system and coordinate this within the operational teams. * To manage the smooth and effective delivery of works programmes for all service areas and disciplines as necessary. * To deliver high levels of customer service and support wider business change, improvement and development as required to enable the role of Works Scheduler to run efficiently and effectively at all times. * To ensure that a first-class building service is delivered. |
| **Key responsibilities** | * Understand the statutory and industry requirements for building and construction work including the Building Regulations, CDM Regulations and Planning & Consent Processes. * Use strong communication skills. * Deliver a first-class customer service. * Ensure that the back-office support and frontline services within Building Services is aligned to the effective and efficient systems and processes that enables a high quality performing service and high quality performance culture. * Provide verbal and written information to managers and customers as required to support the delivery of the Building Service function. * Support customers, staff and suppliers in the effective and efficient delivery of the service as well as handle complex and difficult situations where possible to seek amicable resolutions, involve the Repairs and Maintenance Manager if cases are too difficult or complex. * Ensure positive relationships with customers are developed and that the customer is at the centre of the service. * Ensure that work is issued and completed consistently to a high quality and within expected timescales and achieving excellent levels of customer satisfaction. * When necessary liaise with customers to understand work requirements so that work processing can be implemented clearly and effectively to operatives for delivery. * Ensure customers are informed in a timely manner of any changes to work orders and that these changes are managed and documented on the works system. * Plan and organise your own workload and that of others, including prioritisation when faced with competing deadlines and timescales. * Be supportive to all colleagues and be a team player * Ensure that all Council policies and procedures are always followed and ensure that any work being issued adheres to all Health and Safety requirements. * Provide up to date and accurate information as necessary to support the smooth delivery of works and services. * Complete work with minimum supervision making decisions about work schedules in order to ensure work is delivered on time and to expected standards with all relevant documentation. * Attend all in service training, keeping up to date with developments such as changes to technical knowledge and practices. * To work in partnership with other Sections and Directorates of the Council and external organisations. * Assist in dealing with queries and representations from internal/external clients, Council members and others. * To promote the culture and vision of the Directorate and the Council through actively co-operating with other Council employees and management. * To maintain an awareness of relevant Statutory and City Council regulations, procedures and practices and participating in ensuring Directorate compliance * To undertake any training or personal development opportunity identified at a time and venue determined by the Building Services Manager. * To attend and actively participate in personal appraisals and all meetings as necessary and requested for the benefit of the Council, Service or personal development. |
| **Key tasks** | * Schedule all planned, responsive, contractual and reactive building repairs and maintenance to available staff, operatives and framework providers throughout each day, managing the attendance and possible re-allocation of work schedules on a daily basis, advising operational officers of changes to programmes. * Apply time allocations to schedule all jobs to operatives or contractors, paying attention to key dates, geographical location and technical capabilities. * Ensure all staff have a full schedule of work each day and that pre-planned visits are arranged with internal and external customers to avoid ‘no access’ issues. * Ensure all jobs are attended within the required response time and that operatives are provided with full information to enable them to complete any job, paying attention to emergency works. * Have an awareness and understanding of staff geographical locations when planning works and work closely with material suppliers to ensure stock is available for all jobs before an operative is dispatched. * Monitor and highlight where service demand exceeds available resources in real time with the Repairs and Maintenance Manager. * Provide timely and accurate information on resource scheduling performance and efficiency. * Provide information and advice to customers, suppliers, operatives, managers, supervisors and members of the general public on contract, works and servicing related requests. * Ensure customers are informed in a timely manner of any changes to work orders and that these changes are managed and documented on the works system. * Make decisions Independently and as part of a team, to ensure that works are carried out to a high quality and to customer’s expectations. Ensuring that any problems encountered are resolved swiftly using informed responses within service procedures. * To deliver high levels of customer care through the liaison with customers and associated departments, technical staff, sub-contractors and members of the public. * To ensure, where possible, all operatives have a full schedule of work each day. * To ensure all pre-planned visits are arranged with external and internal customers to avoid ‘no access’ issues. * Ensure all jobs are attended to within the required response time. * Follow up all jobs not marked by operatives as completed after first attendance and reallocate jobs as required. * Ensure staff, operatives or contractors are given full information to enable them to complete all jobs allocate. * Ensure that all jobs are allocated in accordance with the relevant procedures and guidance for dealing with work scheduling. * To pay attention to emergency and urgent work requests to ensure they are completed without delay in the timescales confirmed to customers. * Ensure all follow on repairs are arranged with close liaison with customers to ensure the best date available and times. * Liaise closely with all operatives delivering works and ensure that communication is always clear. * Deal with telephone requests for service, queries or complaints promptly and in a professional manner resolving non-routine or contentious issues, escalating if necessary, to the most appropriate Senior Manager * Check availability of asbestos reports on a daily basis ensuring the right information is relayed to the operative on specific areas of work to be carried out and arrange delivery of management surveys prior to attendance if none present. * Raise material purchase orders to enable operatives to complete tasks efficiently. * Make appropriate use of framework contractors to maintain service delivery within agreed standards and timescales. * Raise external specialist contractor instructions using labour frameworks as necessary. * Book invoices into the system in a timely manner so payment will be released and ensure prompt payment to external contractors and suppliers. * Ensure that goods have been received and, or contractor work carried out before payment is released. * Ensure invoice costs match up and reconcile errors and omissions liaising with suppliers as necessary. * Be aware of service KPI’s and be instrumental in achieving these. * Support service and operational meetings as required including the taking and distribution of meeting minutes. * Contribute to the development of related policies, procedures and initiatives. * Take action to ensure Senior Managers are informed immediately of any issues that may disrupt service delivery. * Ensure reports and records of activity are carried out on time and accurately. * Ensure all records are accurate and up to date within the business area. * Other duties commensurate with the grade of the post as may be assigned from time to time by the Building Services Manager or appointed deputy. |
| **Responsible for staff/equipment** | * Have excellent computer skills and ability to learn new software systems and associated process and procedures. * Share knowledge and experience of work practices with others within the team and offer support and guidance to team members when required. * Co-ordinate, plan and schedule operational resources through scheduling software. * To schedule all jobs to suitable staff, operatives or contractors, paying attention to due dates, geographical location and technical capabilities. * Support as required in contract administration, co-ordinating and actioning of servicing and maintenance contracts and updating appropriate ICT systems. * Co-ordinate materials and specialist contractors with operational resources, keeping customers updated throughout the process. * Awareness of staff, operatives or contractor’s geographical locations including the use of vehicle tracking systems. * Awareness of staff and operatives’ capabilities, in conjunction with the Repairs and Maintenance Manager and designated deputies. * Work closely with material suppliers to ensure correct stock is available for all jobs, before an operative is dispatched to undertake any work. * Ensure that there is adequate office cover is in place within the team to cover service and business needs the business area’s. |
| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council |