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| Role | Property Services, Senior Scheduler |
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| Team | Property & Estates (DEMs) |
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| Reports to | In House Operations Manager |
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The Caredig Way - Together we proudly create great places to live and work.

People - by ensuring that we are easy to communicate with and treat people as individuals.

Homes - **by** building and maintaining sustainable, affordable homes where people feel safe and secure.

Communities - by encouraging people to feel supported and connected to the communities they live in.

What you'll do

With your customer centric approach, you will manage a comprehensive front-line repairs and voids work planning service to ensure customers both internal and external are provided with a high-quality service at first point of contact and throughout the life of the repair. You will also ensure repairs and maintenance work is properly organised and scheduled on a daily, weekly and monthly basis to ensure we make best use of resources.

You will lead on day-to-day Total Mobile IT system changes ensuring that electronic diaries are created, staff are added and removed from the system and other routine configurations to support repairs delivery. You will interrogate system data to enable report generation and support teams to maximise performance.

What we expect from you...

We want you to live our values through your attitude and behaviours towards colleagues, customers, and stakeholders. It is essential that you champion and demonstrate these Values in all you do.

Together we are:

⇒ **Kind** - We recognise that relationships are at the heart of everything we do, and at the heart of good relationships is kindness.

- ⇒ **Trusting** - We trust people to do the right thing, and through mutual trust and respect we want everyone to feel that they belong.
- ⇒ **Innovative** - We continuously strive to be the best we can, constantly seeking creative ideas to improve and grow.
- ⇒ **Accountable** - We accept the responsibility of our role and recognise the importance of being held accountable for our actions.

All employees are expected to ...

- ⇒ Keep up to date with changes in systems, policies, procedures and working practices.
- ⇒ Take ownership for your own personal safety and of those around you.
- ⇒ Take the opportunity to develop your skills and knowledge.
- ⇒ Take responsibility for the integrity of the data you use
- ⇒ Contribute to a happy and positive workplace.
- ⇒ Treat everyone with respect and adopt a positive approach to diversity and inclusion.

What you'll be responsible for

Main Duties:

- Line management of a team of schedulers ensuring there is always cover at the scheduling desk during business operating hours.
- Provide cover to the existing scheduling team including annual leave and sickness absences and to accommodate existing staff working patterns - nine-day fortnight.
- System administration and routine configuration of the repairs software (Total Mobile), providing technical support to users across Caredig, supporting them to resolve any problems they may have.
- Responsible for ensuring that Total Mobile, and associated systems, are updated with any changes that are required, including but not limited to, uploading new material supplier catalogues, changes to repair codes and structures and updating costs.
- Provide training and support to new and existing staff on the use of Total Mobile, as and when required.
- Work closely with, and support the Property Manager, to oversee external contractor performance through regular meetings and audits.
- Co-ordinate and analyse reports generated via Total Mobile and Power BI discovering any actionable insights for the purpose of continuous improvement to the department, and its service offering to tenants.
- Monitor transactional customer satisfaction, identifying trends and providing narrative for monthly key performance indicators.
- Lead on the co-ordination of complaints and disrepair claims to ensure responses are timely and in line with policies.
- Lead on and be accountable for ensuring that data in relation to repairs and void work is accurate and up to date ensuring it is handled securely and in compliance with data protection regulations.

- Lead on interrogation of the system data to enable report generation and support teams to maximise performance.
- Oversee general administration duties as required to support the wider property services team.

Who you'll be working with

- ⇒ You will work collaboratively with internal trade staff and contractors
- ⇒ You will work collaboratively with colleagues from across all Caredig departments
- ⇒ You will work closely with the Housing & Support and Property Services Teams
- ⇒ Line management of scheduling team

Other

- ⇒ To be aware of Caredig's Single Equality Scheme regarding both employees and customers and to promote a culture of equality and inclusion.
- ⇒ To be prepared to undertake any training required to improve your knowledge and skills to carry out your role effectively.
- ⇒ Be aware of your responsibilities under the Health and Safety at work Act and ensure safe working systems and procedures are always adopted.
- ⇒ Any other duties deemed reasonable by management within the remit of the role.

About you

What is needed for the role and whether it is essential or desirable.

| Skills, Knowledge, Experience | Essential | Desirable |
|--|-----------|-----------|
| Supervision and line management skills including performance management | | ✓ |
| Proven experience of working in a similar environment including knowledge of maintenance, repair and voids processes, terminology, and best practices. | ✓ | |
| Excellent interpersonal skills and ability to form effective internal & external relationships | ✓ | |
| Ability to analyse and report on data, ensuring attention to detail | ✓ | |
| Excellent time management, including ability to multitask, organise workload and prioritise effectively | ✓ | |

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| Excellent communication skills | ✓ | |
| Put our tenants at the centre of your work | ✓ | |
| Excellent IT skills including use of MS programs, specifically a working knowledge of Excel and Outlook | ✓ | |
| Be able to regularly review the impact of your actions and use that learning to improve the way things are done | ✓ | |
| Positive attitude towards the promotion of equal opportunities and anti-discriminatory practice | ✓ | |
| The willingness to demonstrate a commitment to service improvements | ✓ | |
| Technical knowledge of construction or maintenance procedures | | ✓ |
| Ability to communicate in Welsh | | ✓ |