



Ipswich Borough Council Job Description: **N41**

Works scheduler

Main Purpose of Job

To support the delivery of repairs and void services by leading and dynamically scheduling resources to maximise efficiency using an IT system including planning, organising and communicating with resources and tenants/customers when making appointments

Main Duties

1. Support the delivery of high quality responsive repairs & voids work within the relevant area of operation. Support the effective monitoring and managing of the performance and on site progress of IBC Contractors to ensure works are delivered to the required quality standard, on time and to budget.
2. Work in conjunction with IBC Customer Contact Centre to ensure the consistent delivery of IBC repairs & voids service to include the correct diagnosis of repairs and appointment of repairs.
3. Support the ongoing development of IBC processes and procedures in relation to responsive repairs & voids.
4. Ensure that operatives are assigned to the appropriate jobs and that their time is being fully utilised, with travelling time and other unproductive down time reduced or eliminated Conduct diary management in order to sense check operatives diary and monitor job progression
5. Ensure repairs orders and (Pre/Work in progress/Post) inspections are acted upon in accordance with policy/procedure. Minimise the work sent to out of hours by resourcing within core hours
6. For all completed jobs ensure the cost of the work is accurate and identify any training needs to the appropriate managers
7. Conduct accurate and efficient monitoring and reporting on all aspects of monitored workflow
8. Conduct management of further work, follow on, rebooking of repairs, jobs appointed out of target to ensure these are planned and implemented within agreed timescales
9. Take a proactive approach to resolve customer complaints and enquiries
10. Communicate fluently with ability to present technical information to a non-technical audience
11. Produce non-standard letters and reports
12. Perform any other duties as may be reasonably requested by your Manager



IPSWICH
BOROUGH COUNCIL

PERSON SPECIFICATION

Works Scheduler

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge/Qualifications	NVQ (or equivalent) or GCSE English, Mathematics Proficient in operating IT systems, including Microsoft office package Knowledge of logistical planning on IT systems Proven ability to prioritise competing demands on time	Experience of using complex IT systems Experience in a resource planning role ONC/HNC Building Studies	Application / Certificates/interview
Work related experience, skills and competencies	Demonstrable commitment to Customer Service Experience of how to plan and organise workload to achieve a consistently high standard of turn round times The ability to work effectively as part of a team, coupled with the ability to support others and take ownership of tasks by taking a methodical approach to work with sound organisational skills	Experience working in the social housing sector Experience of using an IT system specifically for the use of dynamically planning work Awareness of delivery of KPI's and VFM	Application/Interview
Personal skills	Communication skills that allow you to inform, help and advise clearly and to liaise effectively Listening skills, to understand exactly what customers require Problem-solving skills Confidence, patience, politeness, tact and diplomacy, when dealing with difficult situations An ability to work well under pressure Organisational and planning skills to develop customer service policies	Good knowledge of local government policies and procedures.	Application/Interview

	Good personal presentation, especially when working with customers face-to-face A commitment to continue personal development through shadowing and training		
Special working conditions			