Job description

EOM Scheduler

All criteria are essential unless indicated otherwise.

Reports to: Team Leader

Responsible for: No colleagues.

Overall job Purpose:

As well as assisting with day-to-day administration of the maintenance teams, the post-holder will work closely with Team leaders, trades-teams and Barcud tenants to provide an efficient maintenance service by scheduling work in an efficient manner. The role involves allocating maintenance work to tradespeople by managing their diaries and liaising with colleagues to ensure that everyone has adequate work scheduled into their diaries. The post holder will also need to be flexible and exercise diplomacy when appointments need to be changed to suit the tenants and business needs.

The postholder will be required to carry out a range of duties within a busy team, including data inputting, processing time sheets, invoices and works orders as well as completion dates, dealing with telephone enquiries, minute taking and general administrative support.

Job purpose:

- To be the first point of contact for scheduling enquiries. Liaising directly with all internal and external customers to solve problems using standard procedures in a timely, efficient and effective manner.
- To oversee the maintenance scheduling diary
- To work with colleagues at EOM to ensure that each trade operative has a full day, scheduled in a logical manner and liaise with tenants and internal customers to keep all parties informed.
- Arrange appointments for trade colleagues, and have a flexible approach to amend appointments where possible; but also be firm at

time where a statutory inspection has to be undertaken before a prescribed deadline.

- Ensure that the trade operative receives all the information they require in an accurate and timely manner so that the repair or service can be undertaken correctly during their first visit.

Principal accountabilities:

- Liaise directly with residents and operatives to book new appointments or follow on works and ensure that works are diagnosed and scheduled correctly to achieve a first time fix target and to improve productivity.
- Manage the repairs raised and administer any scheduling changes to the diary, identifying training needs within the EOM and Barcud teams, and keeping residents updated.
- Deal with resident queries in relation to repairs and maintenance
- Work closely with the team leaders to ensure all repairs raised are attended to within the Service Level Agreements and KPI'S are met.
- Have control over appointments with residents and EOM (or sub-contractors), and ensure that these are met with the assistance of the Barcud Asset Management, Health & Safety, or the Communities Team.
- Oversee all urgent and emergency jobs to ensure works are raised and completed by EOM, within target and relevant ICT systems updated.
- To ensure that any dealings with residents and stakeholders are professional, friendly and effective.
- Ensure compliance with Barcud Group's financial procedures are followed for all jobs authorised and invoiced and that the average cost per property is in line with forecasted budget.
- Undertake any other duties reasonably requested and have a flexible approach and willing to work with other related teams if required.

The job description is not intended to be an exhaustive list and in view of changing demands, the introduction of a new IT system, the duties may be viewed and reviewed and revised as deemed reasonable and appropriate and may be reviewed from time to time to meet the business needs across the Barcud Group.

Person Specification

EOM Scheduler

Knowledge

- Qualified to GCSE/O Level standard or similar
- Good numeracy and literacy skills
- Experience of scheduling work in a maintenance environment
- Experience of delivering a front line, customer focussed service
- Experience of working in a housing management or maintenance environment.
- Experience of working in a busy office, and ensuring that customers and tenants obtain a quality and caring service.

Skills

- Good interpersonal skills and the ability to communicate well with colleagues, managers, and external agencies and other Associations both verbally and in writing
- A good understanding of office practice and procedures and application of Information Technology

Abilities

- Able to plan and prioritise to ensure the effective use of own time and that of other colleagues, and the delivery of work plans to timetable, often under pressure
- Able to form and maintain good working relationships at all levels, both internally and externally.
- Able to show an understanding of, and commitment to, high standards in: resident involvement, equal opportunities and customer care.

Communication skills:

- The ability to communicate verbally and in writing in Welsh (D)
- Good telephone and face to face communication skills
- Ability to communicate effectively in writing

- Confidence to engage effectively with all colleagues and Board members

Personal qualities:

- Ability to cope under pressure and balance competing demands
- Capable of working to busy schedules
- Capable of using own initiative and working unsupervised
- A team player
- A strong commitment to high quality customer services
- Adopts a flexible approach to the requirements of the job
- Adapts positively to change.