

Technical Scheduler – Grade 7

Job purpose

You will support the Team Leaders and/or Assistant Team Leaders within the Repairs and Maintenance Service to ensure resources are aligned to operational activity through the use of the organisations scheduling and diary management system.

You will work with colleagues across the organisation at all levels and with partners to ensure positive outcomes for the business customers.

You will work within a busy, dynamic office environment, liaising with and advising operatives, Team Leaders, customers, and other key contacts both internal and external to the organisation of information which may include appointing of repairs, follow on appointments and other arrangements to suit the customer/client in question.

You will need to be comfortable with switching tasks regularly throughout the day, reacting to changes and prioritising work to meet the business needs.

You will be required to communicate effectively at all levels with colleagues, external organisations, and customers to achieve a first-class customer service experience. The role requires strong and effective interpersonal skills which may include negotiating with individuals to achieve timely outcomes and an ability to have open and frank conversations whilst exhibiting care, compassion, and sensitivity to our customers.

You will handle customer enquiries over the telephone or email, giving information and resolving queries/stage 1 complaints, that is, first point of contact resolution.

You will oversee the assignment of repairs through the use of an electronic diary system. This will include active manual intervention as required to ensure resources are appropriately assigned in an efficient and cost-effective manner for the organisation.

You will be required to refer to internal systems specifically relating to safeguarding, out of hours and liaising with colleagues in the Council's Contact Centre (Kirklees Direct) for assigning repairs. In addition, you will provide management reports and data cleansing the system to ensure the accurate production of KPI information.

This role is based within [Growth and Regeneration](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

Actively manage the scheduling of repairs including redirecting operatives work schedules to attend urgent or immediate jobs as required, using both an electronic diary management system and manual override process to achieve maximum efficiency for operatives and cost effectiveness for the organisation.

Access a variety of IT systems to retrieve, edit and input information, ensuring accuracy of input, and using knowledge of individual operatives and geographical patch to ensure appropriate resources are assigned.

Gather information from Operational Team Leaders on operative's availability/job assignments and populate individual operative's diary reflecting the data that has been agreed and provided, referring direct requests back to the Operational Team Leader for decision.

Accurate data input, retrieval, and manipulation of data in order to maintain electronic and paper records to support the requirements of the organisation and management information which may include scanning information/instructions onto job orders or attaching business critical information to operatives' handheld devices.

Answer incoming calls in a professional effective and efficient manner aiming to fully resolve specific and general enquiries by gathering appropriate information to feed into decision making process relating to the assignment of appropriate resource or signposting for resolution for a number of service areas.

Proactively identify where outbound calls are required to resolve outstanding issues or updates for customers and members of the workforce for a variety of reasons including arranging and rearranging visits to properties.

Work collaboratively with your Team Leaders/Assistant Team Leaders and other colleagues to monitor, analyse and deliver continuous improvements across all relevant performance indicator areas and work processes in order to increase customer satisfaction.

Prepare professional and clearly written communications to colleagues, partners and customers using templates as appropriate and seeking support from Team Leader where necessary.

Be a proactive and supportive team player, supporting new staff and actively assisting others to adapt to new ways of working, this may include training new team members on bespoke systems as directed by Team Leaders as part of an induction process.

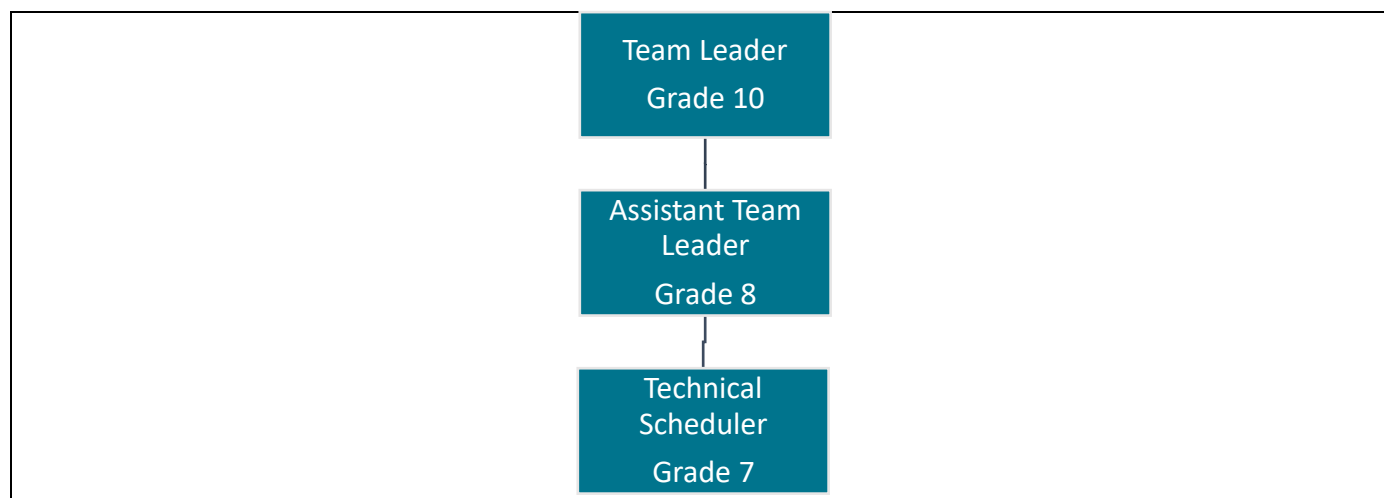
Ensure appropriate safeguarding procedures are followed and are put in place by referring to the appropriate records identifying VIP's, Lone working, schools, and vulnerable individuals to ensure appropriate resource is assigned to each repair.

Organise and prioritise own workload, responding to customer demands alongside planned work, identifying where repairs will be assigned out of hours or rolled over to the next day, making the necessary arrangements as appropriate.

Diagnose appropriate specialism/resource to order and assign a repair using a diagnostic system, individual's knowledge or seek advice where appropriate.

Raising, charging, and closing jobs and purchase orders ensuring all charges are inputted correctly, identifying where any variation orders are required, whilst supporting Empty Home teams.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent	Essential
Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external	Essential
Skill and ability to work with partner organisation to achieve common goals	Essential
Previous experience of data input and maintenance of databases and/or Contact Management Systems	Essential
Literacy and numeracy to a standard required to maintain accurate records and write high quality communications	Essential
A good level of computer literacy to interrogate various software packages	Essential
Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role	Essential
Able to work flexibly and be responsive to change in order to improve performance	Essential
Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results	Essential
Willingness to work outside normal office hours should the situation arise (evening meetings)	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).
Able to work unsocial hours

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Building Services	Grading ID	66830
Job ID	80102980	Last Updated	April 2022
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		