

## Schedulers

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

## You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

## The role

- To oversee the maintenance scheduling diary
- To work with the Property Administration and Customer Services Team to ensure repairs are diagnosed and scheduled correctly.
- 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.

## The location

You'll be based at one of our main offices in either Farringdon, Croydon, Isle of Wight, Maidstone or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

### What you'll be doing:

- Act as the key leader for specific patches within the Scheduling Diary. 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 Property Administration team and CSC and keeping residents updated.
- Deal with resident queries in relation to repairs that are escalated to the Direct Services admin team.
- Work closely with the Lead Technicians 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 Contractors/DLO and ensure that these are met with the assistance of the Property Administration Team.
- Oversee all urgent and emergency jobs to ensure works are raised and completed by the Property Administration team, within target and relevant databases updated.
- To ensure that any dealings with residents and stakeholders are professional, friendly and effective.
- Ensure compliance with Optivo's financial procedures are followed for all jobs authorized and invoiced and that the average cost per property is in line with forecasted budget.
- Ensure maintenance procedures are up to date and are implemented and being followed by the CSC and the Property Administration Team.
- Undertake any other duties requested reasonably

### What you'll need:

#### Knowledge

- Qualified to GCSE/O'Level standard or similar
- Good numeracy and literacy
- Experience of scheduling work in a maintenance environment and can demonstrate.
- Experience of delivering a front line, customer focussed service
- Experience of working in a housing management or maintenance environment.
- Experience of working on an inner city, multi-cultural environment and working closely with tenants

# CREATING COMMUNITIES TOGETHER



## Skills

- Good interpersonal skills and the ability to communicate well.
- Good interpersonal skills and the ability to communicate well with staff, 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 staff, 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.