

Job Title: Operations Scheduling Manager	Role Profile Number: SBC_11496
Grade: Q	Date Prepared: Apr 2021
Directorate/Group: Operations	Reporting to: Strategic Customer Operations and Planning Manager
Structure Chart attached:	No

Job Purpose

As the Operations Scheduling Manager, you will be responsible for the delivery of high performing services that supports the Council’s vision, priorities and pledges. This post will be responsible for work scheduling and resource allocation across the Operations department with a focus on ensuring customer satisfaction and efficient delivery of services. You will work with colleagues in the Operations department as well as key internal and external stakeholders.

You will support your teams to engender a culture of operational excellence, focusing on innovative ways of working that ensures our residents remain at the heart of everything we do.

Key Accountabilities

- Manage the design, development, implementation and management of effective processes and procedures for scheduling of work across the Operations department.
- Manage an operational team of Operations Schedulers, ensuring that Operations department resources are in the right place at the right time to deliver high customer satisfaction.
- Implement and manage scheduling tools and processes to meet service needs across the department, introducing the scheduling capability to new areas of the department beyond housing repairs and inspections.
- Design and implement protocols to work efficiently with the Operations Managers and Supervisors (for localities, trade, operations and technical). Establish a “real time” schedule of work, using data analytics methodology and techniques.

- Manage, monitor and review the scheduling of jobs and operatives in line with operational needs whilst ensuring SLA's are adhered to.
- Establish and implement a performance management framework for the scheduling service, including the analysis and interpretation of data on scheduled work performance to the Operations leadership team
- Working collaboratively with the Operations Resources and Planning Manager and Customer Operations Manager, establish, and implement end to end planning, resourcing and scheduling processes which automate administrative functions and effectively communicate with customer.
- Manage service escalations for the most challenging issues both from a front facing customer view, and from a back-office process view. This will include direct customer contact with a range of customer include those who may be vulnerable and need urgent support.
- Maintain and continually improve the effective working relationship with the Operations delivery trades and localities teams ensuring a seamless interaction between functions.
- Ensure successful implementation of the service's IT systems, by acting as a super user for all systems used by the scheduling team including, but not limited to Open Housing, Keyfax and DRS.
- Liaise with the Operations management team and colleagues on all matters of operations delivery including feeding directly into the Operations daily briefing.
- Deputise for Strategic Customer and Operations Planning Manager when required.
- Manage and monitor to response to priority requests from members of the public and elected Members to resolve the issue

Supplementary Accountabilities

- As a line manager, to ensure that the organisations' health, safety, equality, diversity and inclusion policies are fully implemented at all times and in all aspects of service delivery and employment.
- Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues as required.
- To assist the Head of Customer Strategy & Operations in preparing, writing Cabinet/Committee reports and briefings, for the Head of Customer Strategy & Operation to present.

Knowledge & Experience

- Experienced of overseeing operational scheduling services in the public or private sector.
- Experience of using scheduling software and systems
- Experience of using ICT as an analytical and management tool.

- Experience of working in a customer focused environment and managing service change to focus on the customer.
- Excellent people management skills.
- Able to work to tight deadlines and conflicting demands whilst demonstrating a strong commitment to quality, customer care and service delivery.
- Self-motivated and ability to make appropriate decisions using own initiative.
- Experience of working in partnership across teams, the wider organisation and external parties.
- Excellent listening, communication and interpersonal skills.
- Experience of conflict resolution.
- Experience of leading, implementing and adapting to change.

Qualifications

- Management qualification or compensatory experience in the field.

Decision Making

- Can make effective decisions quickly and will act on own initiative in order to resolve problems
- Shows creativity in using resources to deliver cost effective services
- Has proven results obtained through team work and individual effort
- Has corporate and political insight and consideration
- Accountable for the successful operational delivery of the services

Creativity and Innovation

- Reviews ways of working and identifies opportunities to improve the quality of work of the team
- Identifies creative solutions to Council wide issues and takes action to address them
- Shows creativity in using resources to deliver cost effective services, looking beyond the boundary of current service delivery
- Continually identifying, evaluating and implementing innovative new areas of partnership to maximise and enhance the benefits for the wider community

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Between 10-15 staff <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Work scheduling and allocation • Software and systems tasks • Customer contact • Reactionary scheduling 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Expenditure and monitoring of budget circa £350k</p> <p>Personal IT</p>
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Contacts and Relationships

Working in a collaborative manner with Members, other directorates, external and internal customers, community members and other bodies that interact with this role.

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- Ability to lead a team providing clear direction and a motivational and inspirational environment for them to develop
- Team player capable of influencing and working within cross-functional teams
- Able to deal with ambiguity and the pace of change within local government, confidently making and standing by decisions in challenging situations and persisting with flexibility in the face of setbacks
- Having the confidence to speak out for what is best for Swindon, even when it is not easy to do so.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	