



Role Profile

Job Title: Operations Scheduler	Role Profile Number: SBC_11698
Grade: CFL4	Date Prepared: July 2021
Directorate/Group: Resources	Reporting to: Senior Operations Scheduler
Structure Chart attached:	No

Job Purpose

- To manage the day-to-day planning across all of Swindon Borough Council Operations team by ensuring jobs are adequately allocated, attended, re-booked or forwarded on as necessary.
- To monitor our systems to ensure appointments made are kept by the workforce and report appointment failings immediately to the senior planner/operational supervisors
- To work within a multi skilled approach to ensure the best match for the needs of the different operational services using the appropriate IT systems.
- You will be the first point of contact for our Operational teams by answering phone calls via our dedicated scheduling line to supporting with calls from customer services should cover be required.
- To plan work for pre and post inspection, reactive and scheduled repairs and deliveries across all the operational services together with prioritising emergency jobs were necessary, this can be up to 30 operatives.
- To ensure all works orders received are scheduled upon our agreed SLA and thereafter completed within target timescales leading to delivery of contractual key performance indicators.
- Ensure that customers are contacted and aware of any changes in agreed appointments.

Key Accountabilities

- Update and maintain operative's diaries with availability, in the Dynamic Resource Scheduler, this should include sickness, holidays and training
- Action Dynamic Scheduler lists on a daily basis and ensure further works, missed appointments, materials required, other trades are all booked in within the KPI timescales
- Operate within statutory guidance to meet operational servicing targets.
- Keeping your work in progress and any backlog down to an acceptable level.
- Identify any potential areas of concern and communicate with Operational Manager to ensure that any issues regarding staffing are sorted out.
- Contact the tenant where necessary by telephone to keep them informed of all changes made to appointments.

- Remain positive without giving an opinion, any technical advice on jobs or times should be referred to Operations Manager.
- Excellent telephone skills with ability to work under pressure dealing with irate/challenging customers on the telephone occasionally.
- Have good problem-solving skills to enable resolution before escalation to Operations Manager e.g. Tradesman calls in sick, arrange diaries, and contact tenants.
- Awareness and handling of sensitive information is critical.
- Good negotiating skills across with range of parties, the public, operational managers and contractors.

Supplementary Accountabilities

- To carry out any other duties, this may be required within the grading of the post, making use of any specialist qualifications.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Knowledge & Experience

1. Knowledge of Word, Excel and Outlook
2. Knowledge of Dynamic Resource Scheduler program or equivalent
3. Knowledge of Databases

Qualifications

1. Educated to G.C.S.E Level in English and Maths Grade A to C or equivalent qualification.

Decision Making

1. Can make effective decisions quickly and is happy to act on own initiative to resolve problems.
2. Has proven results obtained through team work and individual effort.

Creativity and Innovation

1. Shows creativity is using resources to deliver the service.
2. Has proven results obtained through team work and individual effort.

Contacts and Relationships

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

1. Relationship with Service Operatives
2. Relationship with other Planners
3. Relationship with Responsive and Planned Supervisors to ensure timely return of information
4. Relationship with Processors

<u>Job Scope</u> Number and types of jobs managed	Budget Holder: Responsibility: Asset Responsibility:	No Signatory up to £500
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Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

Data Protection: In accordance with the provisions of the Data Protection Act 2018, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

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