

Works Scheduler

Recruitment Pack

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“I find Cobalt to be a very friendly place to work, and the close connection to our tenants and communities is really motivating.”

“I’m so proud to be part of an organisation that is genuinely committed to making a difference in the communities we operate in.”

Welcome to Cobalt Housing

Thank you for your interest in the role of **Works Scheduler**.

Now is a really exciting time to join Cobalt Housing, as we undergo a period of significant change and growth.

Cobalt was established in February 2003 following stock transfer from Liverpool City Council. We manage around 6,000 homes in the Croxteth, Norris Green and Fazakerley and Sparrow Hall areas of North Liverpool. In 2023, we launched our five-year Corporate Plan, with four headline priorities:



These priorities will see us invest in our existing homes, build new homes, introduce new technology and systems and develop our own in-house repairs team.

And that's where you come in.

Delivering our Corporate Plan relies on having the right people in the right roles. People who share our vision and values and who want to join an organisation embarking on an exciting period of transformation and growth.

At our heart is our customers, who live in the 6,000 homes we manage and the communities we operate within. As the majority landlord in the area, we engage in a wide range of economic, neighbourhood and community regeneration activities in the areas we serve. We listen to our customers, and use their feedback to shape the services we deliver.

When you work with us, you'll be part of a team who can make a real difference to both our customers and our colleagues

We encourage applications from people of all ages, ethnicities and life experiences in order to foster innovation and creativity.

I look forward to receiving your application.

Claire Griffiths
Chief Executive



About Us

We want to be known for the way we do things as much as for what we do. We strive to be a fulfilling and enjoyable organisation to work for and to work with. We know that people who are happy, motivated and enthusiastic will help us provide better services for our customers.



Our purpose

Everyone deserves somewhere to call home, a place to make their own, feel safe and secure, and set down firm foundations. The right home will help people to live well, realise their potential and achieve the things that are important to them.

Our mission

By providing quality places to live, and support to those who need it, we play our part in developing thriving communities where people are proud to live and can be their best.

Our Values

Our values define who we are. They support us to achieve our vision and deliver our priorities. Our values run through our culture and behaviours, how we treat each other and our customers. They are integral to every decision we make.

INVESTORS IN PEOPLE™
We invest in people Silver





We put **People First**

We deliver a first-class customer service and empower our colleagues.

- We value open, honest and effective communication
- Our customers trust us and our colleagues trust each other to do the right thing
- We keep our people safe
- Our culture is inclusive and our people feel respected, appreciated and valued



We take **Responsibility**

We do the right thing, not the easy thing

- We take ownership
- We listen and ask questions
- We take action without waiting to be asked
- We see things through



We are **Better Together**

From our colleagues to our customers, stakeholders and communities, we achieve more when we work together

- We don't work in isolation
- We value collaboration
- We build strong partnerships
- We are ambitious for our communities



We **Move Forward**

We are curious and seek ways to continually improve

- We are adaptable and embrace change to make a positive impact
- We value and act upon feedback
- We encourage innovation
- We keep learning

Key terms and how to apply

Salary:

£ 29,654.45 per annum.

Contract type:

Permanent

Location:

199 Lower House Lane, Croxteth, Liverpool, L11 2SF.

Working Hours:

37.5 hours, 5 days a week (Mon - Fri, 08:00 - 16:30)

Holidays:

23 working days per annum (based on a 5-day working week) plus bank holidays, plus 3 additional days for Christmas shut down, and up to 3 additional holidays added with length of service.

Pension:

Cobalt Housing belongs to the Social Housing Pension Scheme. This is an employer and employee contribution scheme.

Cobalt Benefits:

- Occupational sick pay
- Enhanced maternity/paternity leave
- Gym allowance (up to £20 per month)
- Cycle to work scheme
- Childcare allowance (£50 per child of pre-school age)
- Training/development opportunities
- Staff wellbeing programme
- Up to five days dependants leave per year
- Defined contribution pension scheme with TPT Retirement Solutions. Auto-enrolment at 4% matched + 2% the contribution rate with the option to increase up to 10% which remains.

Probation period and references:

Any offer made and subsequent employment is subject to a six-month probationary period and two satisfactory references, one of whom should be from your current or most recent employer.

Eligibility to work in the UK:

Successful applicants are responsible for producing proof of entitlement to work in the UK before employment can commence.

Medical Clearance:

A pre-employment medical assessment may be offered from our Occupational Health Provider, to ensure all necessary reasonable adjustments and support are in place

Diversity:

We are committed to attracting a diverse range of applicants and creating a safe and inclusive working environment. This includes making reasonable adjustments during the recruitment process. Please let us know if this applies to you.

How to apply:

To apply for this role, please visit our website and click on the vacancy.

We look forward to receiving your application.

Role Description

About the Role

As a Work Scheduler, you will be the main point of contact between our customers and trade operatives, whilst actively supporting the operational delivery teams in maintaining productivity and improving customer satisfaction.

You will have relevant experience in a similar role.

The postholder will issue and control works and track progress, liaise with tenants, plan in work scheduling and make appointments to facilitate effective repair services. Whilst working in conjunction with the Asset Team and Cobalt Housing in general including liaising with tenants to update and help facilitate the smooth running of the delivery of our maintenance service both reactive and planned.



Main Responsibilities

- To undertake all relevant tasks associated with scheduling tasks to support the Organisation as a whole, whilst maintaining a high level of awareness of relevant policies and procedures and ensuring that are implemented correctly.
- To proactively manage and build strong links within the teams throughout Cobalt Plus to ensure the scheduling function is helping them to achieve their aims and targets.
- To work with the Operations Manager in identifying key risks within service areas and ensuring that appropriate measures are in place to mitigate operational risks.
- To maintain standards of performance within the team that will assist to achieve operational and strategic goals.
- To manage the accurate recording, storing and inputting of information onto relevant ICT systems, ensuring all customer interactions are captured and correctly processed and that all records and systems are up to date.
- Daily closures of jobs from Job Logic to Orchard Ensuring both systems are run in tandem, and that the information is correct and up to date. Carry out housekeeping on Job Logic including the loading of holidays and training days etc.
- Carry out checks on orders that require further works that have been carried out above what is stated on the Job Ticket. If further works have been required.
- Liaising with customers, internal teams and external partners such as contractors.
- Work closely with the operational delivery team to identify failings and implement improvements
- To develop the Group's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- All employees are required by Section 7 of the Health and Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions
- This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the jobholder

Person Specification required based on job description

Attribute	Description	Essential / Desirable		How to be measured: Application form (A) Interview (I) Test (T)
Experience, Knowledge & Skills	Experience in using a wide range of relevant IT packages (including Microsoft Word and Outlook)	E		A, I
	Experience with the finances associated with a housing maintenance operation.	E		A, I
	Excellent communication skills, both verbal and written	E		A, I
	Ability to be open and empathetic by understanding different viewpoints.	E		I
	Ability to remain calm under pressure and be willing to have difficult conversations.	E		I
	Listening and negotiating skills, being a natural problem solver.	E		A, I
	Have an understanding of Social Housing repair services or property maintenance experience		D	A, I
	Experience in managing complaints, root cause analysis and corrective action implementation		D	A, I
	Demonstrate an ability to develop and maintain positive and co-operative working relationships	E		A, I
	Demonstrate a great attitude, flexibility, and willingness to provide an excellent customer experience.	E		A, I
	Excellent organisational and administrative skills with a keen eye for detail.	E		A, I
	Previous experience of using Orchard Housing Management Systems.		D	A, I
Qualifications	GCSE English and Maths or equivalent grade C or above		D	A
	Additional customer service qualification (i.e. CICS/NVQ)		D	A
Cobalt Values	We put People First	E		I
	We take Responsibility	E		I
	We are Better Together	E		I
	We Move Forward	E		I



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Cobalt
■■■ Housing