

Role Profile

Role Title: Resource & Scheduling Co-ordinator

Business Area: Customer Service

Department/Team: Maintenance – Operations – Resource and Scheduling

Reports to: Resource & Scheduling Supervisor

Direct Reports and span of control: None

Dimensions (budget holder, level of contract/systems etc responsibility): Technical Operational Support

Created/Reviewed date: November 2019

Role Purpose

To provide efficient technical operational support to the Maintenance department within AM&M encompassing Planned, Mechanical & Electrical, Response, Voids, Estate Services and Aids & Adaptations. Ensuring that Aster's vision, managing and maintaining our homes to a good and compliant standard within time parameters is delivered. Contributing to the development and implementation of the vision, Corporate Strategy, culture and organisational effectiveness.

Work jointly with the operational teams to ensure all operational resources are used in the most flexible and efficient way to maximise productivity and provide good customer service in conjunction with the landlord strategy.

Responsible for day to day scheduling of resource on digital scheduling system and technical support to teams and managers who are not managed through the digital scheduling system.

To be an expert in your area whilst having transferrable working knowledge of other areas to create flexibility and maintain a high service level.

Key Accountabilities

- Manage, plan & schedule all operational digital diaries across the business to make best use of the skills and expertise available, maximising efficiency and productivity.
- Take ownership and responsibility of specific diaries while always maintaining flexibility and cover for the whole team.
- Respond to changing priorities in order to achieve Aster's vision and landlord strategy
- Work closely, maintaining effective communication with a variety of stakeholders including customers, colleagues, contractors and suppliers; building strong rapport and relationships with all.
- Take ownership of any issues or complaints that may arise, actively seeking solutions to problems to achieve a satisfactory outcome.
- Deliver technical, specialist support to all operational departments.
- Ability to work in a constantly challenging environment with conflicting priorities.
- Maintain physical and digital records in accordance with Aster's data management and retention procedures in compliance with GDPR.
- Deliver cyclical programmes ensuring compliance targets are met.

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- Assess and process new referrals for major and minor adaptations, providing advice and signposting customers in accordance with Aids & Adaptations Policy and Procedure to enable customers to remain independently in their homes.
- Work closely with Finance teams and budget holders in line with finance procedures.
- Assist with key Health and Safety records including Asbestos, Equipment and PPE registers, Risk assessments, Training/tool box talk attendance, Safe Working Method Statement and Accident/Incident Reports.

Complexity

- Respond to changing priorities in order to achieve Aster's vision and landlord strategy.
- Deliver cyclical programmes ensuring legislative compliance requirements are met.
- Deliver technical, specialist support to all operational departments.
- Ability to work in a constantly challenging environment with conflicting priorities.
- Provide advice and signpost customers in accordance with Aster Aids & Adaptations Policy & Procedure and funding provision.

The above require thorough analysis, experience and knowledge to be applied when dealing with various operational teams, who have differing specialist portfolios, conflicting priorities and service deliverables.

Impact

- Take ownership and responsibility of specific diaries while always maintaining flexibility and cover for the whole team – This role is completely accountable for daily short-term decision making, ensuring maximisation and efficiencies of operational resource. The impact is that if this wasn't achieved then there would be financial losses and Aster would not meet its legislative obligations.
- Work closely, maintaining effective communication with a variety of stakeholders including customers, colleagues, contractors and suppliers; building strong rapport and relationships with all – Need to be empowered to make the right decision for business requirements to prevent a reduced level of customer service.
- Deliver technical, specialist support to all operational departments – Service delivery would be compromised.
- Maintain physical and digital records in accordance with Aster's data management and retention procedures in compliance with GDPR – Risk of breach.
- Assist with key Health and Safety records including Asbestos, Equipment and PPE registers, Risk assessments, Training/tool box talk attendance, Safe Working Method Statement and Accident/Incident Reports – Risk of non-compliance/legal action and colleague safety.

Influence

- Take ownership of any issues or complaints that may arise, actively seeking solutions to problems to achieve a satisfactory outcome.
- Work closely with Finance teams and budget holders in line with finance procedures.

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- Act as point of contact for many enquiries made to the department, both by phone and email, primarily from customers, through to internal Departments and external companies, will focus on gathering facts, responding to requests and seeking wider information.
- Confidently and positively challenge decisions and processes, drawing on technical knowledge and expertise to influence efficiencies and better ways of working.

Resources Management

- Required to manage own time and liaise with other stakeholders (internal and external) as appropriate to maximise outputs, efficiencies and stakeholders' satisfaction.
- Responsible for the effective updating/upkeep of databases and records within the operational business area.

Experience and Qualifications

- Educated to GCSE Standard (or equivalent), including passes in English and Maths.
- Confident user of Microsoft Office suite, CRM databases,
- Able to think strategically and translate in to practical and achievable work plans.
- Clear and concise communication skills both written and verbal with internal departments and suppliers in a confident, professional and competent manner.
- Creative and practical problem-solving abilities
- Managing paper and electronic data storage and retrieval systems
- Understanding the importance of customer focus service delivery
- Ability to organise and plan daily workload to known deadlines and operational requirements