

**Job Title: Gas Servicing Scheduler**

**Line manager:** M&E Scheduling Supervisor

**Grade:** N/A

**Direct reports:** None



**Role purpose:** As Gas Servicing Scheduler you will be totally committed to delivering excellent customer experience whilst managing and monitoring the Annual Gas Safety and Servicing programme.

Liaising with Gas Sub - Contractors, Gas Foreman, Gas Supervisors, M&E Contracts Manager and the wider business to ensure statutory Gas Safety Compliance requirements and key performance indicators are met, overdue kept to a minimum and critical Gas Safety Compliance is maintained at all times.

**Key results:**

- Ensures all Gas Safety inspections are up to date with Gas Safety Compliance.
- Enters data from all incoming CP12s onto company data base and coordinates with gas contractor's data base
- Following the Daily Disciplines process which outlines clear daily actions each day.
- Arrange and Manage all LGSR Gas Safety Inspection appointments with tenants and assign Gas Servicing Appointments to Assigned Gas Engineers.
- Raise all Gas Servicing Orders and organisation of distribution of Gas Servicing appointment letters.
- Management of the Gas Servicing Overdue, Organising and distribution of gas letters to tenants
- Working Closely with the Gas Repairs Scheduler in relation to supporting each other to cover holidays and absences where required.
- Working Closely with the M&E Contracts Manager, Gas Supervisor and Gas Foreman to support to provide information to prepare for Gas Safety Compliance Weekly Overdue Gas and KPI reports.
- Liaises with Neighbourhood Managers and/or Maintenance Surveyors on no access cases
- Initiates Gas Servicing Injunction and Legal process and providing the relevant information required to initiate Legal Court action
- Attend Weekly Gas Servicing meetings and updating on progress of Gas Servicing Programme from Scheduler Perspectives.
- Ensure accurate record keeping of all inspections and work carried out at our customers homes, and uploading appropriate documentation in a timely manner
- Reporting any contraventions to your line manager, ensuring that you are operating in line with our company policies and meeting health and safety requirements and regulations
- Proactively engaging and creating relationships with colleagues, contractors and other external stakeholders in a timely and professional manner, both written and verbal
- Be accountable and take ownership of any Gas Servicing complaints that may arise and support the business assisting by offering solution focused suggestions, keeping all parties involved and up to date whilst also ensuring a satisfactory conclusion

**Success metrics:**

- Keeping Gas Servicing Programme up to date with being responsible for Scheduling aspects so Gas Servicing is always 100% Compliance.
- Positive feedback from customers, colleagues, contractors and external stakeholders
- Understanding and adhering to company policies & procedures and meeting health & safety requirements and regulations
- You'll be extremely organised with excellent time management skills.

**Version Date:**

**Signed off by:**

**You will be:**

- You will be able to work with gravitas, courage and be calm under pressure, building credibility and respect with internal and external stakeholders
- You will be committed to delivering excellent customer service and seeking to fully understand your customers' needs
- You will be a clear communicator, both written and verbal with problem solving skills to drive solution focused outcomes
- You need to be discreet, especially in matters of a confidential nature
- A passionate and enthusiastic team player with a positive, proactive and flexible approach
- Able to positively challenge and promote continuous improvement
- Able to take ownership of your tasks, responsibilities and issues that may occur, proactively seeing it through to a timely and positive outcome
- An organised individual who is able to manage your time effectively and efficiently

**You will have:**

- A professional attitude and a commitment to learning/progression
- Experience of operating within a similar role within the property maintenance sector
- Experience of working within time restraints, logistical and planning challenges
- Proficient user of One drive/SharePoint for documentation with solid experience of working with databases desirable
- Proficient user of Microsoft Office with solid experience of working with databases desirable
- Proficient user of Microsoft Excel with solid experience of working with databases desirable
- Previous experience in a similar role or an administrative role would be useful, but not essential.

**This role is subject to a DBS check.**

**Employees are responsible for their own Health & Safety, ensuring a safe working environment for colleagues.**