

Scheduler

Team	Salary
Location Based Services	£28,439
Team responsibility	Line manager
No team responsibility	Area Manager
The job in a nutshell This role supports Beyond Housing’s strategic goal of delivering reliable, high-quality services. You will accurately record and monitor repair requests, manage operative diaries through the scheduling system, and keep customers and key stakeholders informed throughout the repair journey. By coordinating resources effectively, you will help maximise first-time fixes and ensure repairs are completed within agreed timescales.	

Duties and Responsibilities

- Use scheduling and forecasting systems to assign the right work to operatives with the appropriate skills, managing daily changes to maximise productivity and efficiency.
- Make timely operational decisions about resource deployment, responding effectively to periods of under-capacity and over-capacity.
- Promptly escalate emerging demand pressures and issues affecting operative availability to the Maintenance Team Leader.
- Accurately record planned work in the scheduling system, provide customers with clear appointment details, and keep all relevant systems up to date.
- Support the implementation of new working methods, systems and procedures.
- Promote value for money and identify opportunities for continuous improvement across the service.
- Contribute to the achievement of agreed targets within Location Based Services.
- Support locally accessible service delivery by maintaining effective communication with area-based teams and other relevant colleagues.
- Build and maintain positive working relationships with cross functional teams.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
2	October 2026	Updated to include competencies	

What you'll bring to the team/role

Skills, knowledge and experience

- Confident using IT systems, with accurate data-entry skills and competence in Microsoft Office applications.
- Strong problem-solving and analytical skills.
- Excellent communication and customer service skills.
- A strong knowledge of building repairs and maintenance across multiple trades, or the ability to develop this knowledge quickly.
- Experience of meeting deadlines and working effectively under service pressures.
- A flexible approach and a positive attitude to change.
- Confidence in making decisions and providing clear direction.
- An effective and collaborative team-working approach.

Competencies

- **Customer focus** - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- **Working together and communication** - Drives and clear communication between teams, coaches others, and builds a culture of respect
- **Takes ownership and delivers results** - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery-focused culture
- **Problem solving and continuous improvement** – solves problems, drives improvements, engages in continuous improvement across teams
- **Adaptable and flexible** - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role-modelling flexibility
- **Risk Based thinking** - Proactively identifies and considers risks and opportunities, embeds risk-aware decision-making, coaches others in effective risk management, and strengthens organisational resilience

Qualifications

- NVQ level 2 or equivalent, including literacy and numeracy or relevant exempting experience

It's a bonus if you also bring

- Experience of DRS Scheduling software and Orchard Housing Management Systems
- Experience of working in Housing and planning repairs
- Knowledge of health and safety including asbestos awareness
- Knowledge of gas and electrical compliance
- Knowledge of Awaab's Law
- Full UK Driving License

NB: We are committed to supporting people who have a disability. If you have a disability, we will work with you to identify reasonable adjustments which may help you perform the role effectively, where appropriate.