

Scheduler

Team	Salary
Property Services	£28,439
Team responsibility	Line manager
No team responsibility	Scheduling Team Leader
The job in a nutshell This role contributes to the Beyond Housing strategic goal to provide reliable, quality services. You will do this by maintaining accurate records of repair requests and progress using scheduling software including tracking operative diaries and ensuring our customers and relevant stakeholders are kept informed.	

Duties and Responsibilities

- To operate the scheduling and forecasting systems to ensure the right operative with the right skills is able to respond to work programmed. To maintain to respond to work the scheduling system on a day-to-day basis to achieve maximum operative efficiency.
- Take operational decisions and decisive action on the deployment of resources including handling under capacity and over capacity.
- To promptly escalate to the Scheduling Team Leader issues and pressures on demand and operative availability which arise outside of own level of responsibility for resolution
- To ensure all data for planned work is accurately entered on to the scheduling system, providing appointment dates for customers when required including updating systems such as CRM/DRS
- To assist on the implementation of new working methods, systems and procedures
- To liaise with other departments, including Service Team Leaders and Service Centre, working collaboratively on a day-to-day basis, to ensure the smooth running of the section and repairs service
- To promote value for money and continuous improvement within the service area
- To deliver agreed targets within the service area and ensure customers are contacted via telephone, text and/or letter to advise of appointments booked or changed.
- To develop locally accessible service delivery and effective liaison mechanisms with area based and other appropriate staff
- To maintain good working relationships with Operations Managers, Team Leaders, operatives and employees within the property service as well as those employees in the Service Centre and Communities Team.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
1	June 2025	Initial Version	

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.

What you'll bring to the team/role

Skills, knowledge and experience

- IT literate including data input, competency with office software applications.
- problem-solving and analysis.
- Knowledge of repairs / maintenance of buildings across all trades
- Experience of working to deadlines and service pressures / demands
- Experience of working in a Housing/Landlord and planning of repairs

Competencies

- **Customer focus** - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- **Working together and communication** - Drives 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

- Good standard of education (NVQ Level 2 / GCSE's or equivalent) or exempting experience

It's a bonus if you also bring

- Experience of DRS Scheduling software and Orchard Housing Management Systems
- Knowledge of health and safety including asbestos awareness
- Full UK Driving License

NB: if you have a disability, we may explore reasonable adjustments with you