



Scheduler

Reports to: Senior Planner

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

to facilitate a prompt and efficient repairs and maintenance service to our customers whilst understanding, embracing and applying the company culture of continuous improvement.

I am here to provide an outstanding customer service and my main responsibilities include taking tenant calls directed from the Group call centre to arrange visits or amend current repair orders. I also respond to emails and liaise with Planner colleagues who schedule more complex repairs where multiple trades are required. I administer allocation of works to contractors, tracking performance, updating records and attending contractor meetings.

I undertake any written work, phone call handling, clerical and administrative tasks related to the role and work to the priorities, deadlines and performance goals.

My skills and experience include:

I am highly organised, a good listener and team player, self-motivated and diligent. I am accountable and have the confidence to question, challenge and be forward thinking.

I have excellent customer service skills and experience of dealing with customers/ the public over the phone. I am competent with computers and a standard range of software.

The required qualifications for my role are to be educated to GCSE level or equivalent standard.

The skills I will develop include:

Understanding and familiarity with a range of operational digital systems which will include a work scheduling system.