

Designation:	Scheduler
Grade:	Stroud 3
Hours:	14.8 hours
Location:	Ebley Mill
Job Purpose:	To administer all aspects of the Council's gas repair and servicing works.
Responsible to:	Senior Scheduler
Responsible for:	None

KEY DUTIES

- To be responsible for providing an administration role for the effective organisation of the Council's domestic heating and associated appliances (including gas, oil, solid fuel, electric, and renewable energy projects) in accordance with Council policy and procedure as well as compliance with current legislation and codes of practice.
- To administer the ad-hoc gas installation, servicing and repair contract programming work ensuring compliance with all relevant Legislation.
- To administer and appoint the annual Gas Servicing to all S.D.C properties which require an annual Gas Safety inspection.
- To have an understanding of the Council Financial Regulations, Contract Standing Orders and Divisional procedures and ensure that these are fully complied with at all times.
- To administer an effective inspection regime for responsive, servicing and ad-hoc boiler installation of all domestic heating and associated appliances within the HRA account.
- To ensure effective liaison is conducted with officers within the Contract Teams to achieve a good Level of communications at all times.
- To contribute effectively to the performance of the Housing Repair and Improvement Team, actively promoting customer participation.
- To contribute as required to the provision of repair information so as to maintain and update the Council's stock condition data.
- To ensure that Gas Repair requests are correctly analysis and appoint all responsive Gas works offering a convenient appointment wherever possible.

- Work subject to deadlines involving changing problems, circumstances or demand.

SKILLS AND KNOWLEDGE

- Have a general understanding of Natural Gas and LPG: pipework, cookers, gas fires, water heaters, central heating and warm air.
- Ability to diagnose faults in heating appliances and systems.
- Excellent communication skills both verbal and written
- An understanding of administrative processes and systems
- Experience of working with the public
- IT Literate
- Ability to manage own time and workload

COMPLEXITY AND CREATIVITY

Work requires the exercise of adherence within the general framework of recognised procedures.

Examples:

- Achievement of high Levels of tenant satisfaction.
- Laid down procedures to be followed include Council Financial Regulations; Standing Orders relating to Contracts; Service Unit Contract Management procedures as well as observing the terms of the contract used.
- Creativity required to deal effectively and promptly with unforeseen issues arising from work in progress.
- Applying diagnostic processes to problems and faults
Aiding in the preparation of reports.

JUDGEMENT AND DECISIONS

Work is carried out within programmes and objectives where there is some degree of choices and where advice is normally available.

CONTACTS

- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public, tenants and leaseholders

RESOURCES

TRAVEL DESIGNATION

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.