

Designation:	Scheduler
Grade:	Grade 3
Responsible to:	Senior Scheduler
Service Area:	Tenant Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Must be able to demonstrate a level of numeracy and literacy commensurate with GCSE level

EXPERIENCE

- Experience of working in administration.
- Experience of taking and appointing repair requests.
- Experience of gas servicing and maintenance administration
- Experience of dealing with calls from customers
- Experience of the use of main frame computer systems

SKILLS & KNOWLEDGE

Able to meet the following competencies (appropriate to grade) set out in the council's competency framework:

- Effective Communication and Positive Influencing Skills
- Business and Financial Management
- Delivering The Best Service to Customers and Supporting Continuous Change
- Problem Solving and Effective Working

And in addition, the possess the following:

- Proficient in the use of IT, specifically MS Office packages including Word and Excel
- To have an understanding of all relevant Gas Safety Legislation

PERSONAL ATTRIBUTES

Able to meet the following competencies (appropriate to grade) set out in the council's competency framework:

- Shaping Supporting and Delivering the Objectives and Priorities of the Council
- People and Team Working
- Delivering the Best Service for our Customers and Supporting Continuous Improvement
- Problem Solving Skills

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

QUALIFICATIONS

- To have an administration qualification.

EXPERIENCE

SKILLS & KNOWLEDGE

- An understanding of, equality and diversity in a housing context.

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

7. Conscientiousness

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.