

<b>Job Title</b>
Scheduler

<b>Salary</b>
dependant on experience

<b>Job Purpose</b>
To ensure all works are scheduled effectively and allocated to suitable operatives, keeping within client SLA's and maintaining quality service delivery.

<b>Role and Responsibilities</b>
<ul style="list-style-type: none"> <li>- To coordinate work and allocate all raised jobs to operatives, ensuring they are provided with all necessary information to carry out each job</li> <li>- To liaise with other schedulers/ supervisors where necessary in order to maximise resource efficiency</li> <li>- To ensure operatives are correctly scheduled in order to maintain realistic daily workloads</li> <li>- To manage day to day scheduling issues, and be the first point of contact for operatives</li> <li>- To follow up on missed/incomplete works and ensure that these are rescheduled within SLA</li> <li>- General administration including managing inbox and answering phone calls</li> <li>- To comply with relevant Health and Safety policies when scheduling work</li> <li>- To escalate any concerns to the scheduling manager</li> </ul>

<b>Skills and Qualifications</b>
<ul style="list-style-type: none"> <li>- Previous admin experience necessary</li> <li>- Ability to effectively organise large volumes of work simultaneously</li> <li>- Proven excellent communication skills, able to liaise with team members, senior manager and the client</li> <li>- IT confident, experience with Excel would be advantageous</li> </ul>

<b>Personal Specification</b>
<ul style="list-style-type: none"> <li>- A team player who is always willing to help others</li> <li>- Personable and approachable</li> <li>- Flexible and adaptable to change</li> <li>- A problem solver</li> <li>- Self motivated and driven by targets</li> </ul>