

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Chief Executive's Department
Division:	Asset Management & Development
Post No & Job Title:	T96b Repairs & Compliance Scheduler
Grade:	5
Responsible To:	Housing Repairs Customer Services Manager
Job Objective:	To ensure that planned maintenance, responsive repairs, voids and compliance cyclical services are planned and scheduled, in order to deliver quality outcomes for tenants and leaseholders as well as other internal and external stakeholders.

Main Duties and Responsibilities:

1. Plan and organise appointments for Direct Labour Organisation (DLO) and contractors for specialist, larger works, void works and cyclical servicing schedules, ensuring requests for repairs are prioritised and allocated effectively and target dates are achieved, updating and communicating to tenants and leaseholders regarding delays with appointments or materials in accordance with the relevant policies and legislation.
2. At busy times, support Customer Services Officers in ensuring the correct diagnosis of repairs, schedule work for tenants and leaseholders to the DLO or external contractors, work efficiently and effectively to deliver right first time fixes. Ensure target dates are adhered to assist in keeping the customers up to date with delays on work and materials.
3. Provide an excellent experience to not only tenants and leaseholders, but other internal and external stakeholders, including colleagues from other Departments, Councillors and Contractors.
4. Re-organise works at short notice due to inclement weather, unplanned absence of operatives, health and safety issues and other similar issues.
5. Receive works orders for void properties and appoint jobs to DLO or specialist contractors. Ensure void target times are achieved through effective work planning.
6. Attend meetings related to void re-letting and cyclical maintenance with colleagues across the team and Council, in order to achieve quality outcomes which, support the Council's strategic and operational objectives.
7. Ensure appointments for gas and electrical servicing are arranged with customers to achieve regulatory compliance. Monitor the outcome of appointments and where access is not provided work colleagues to achieve

access, including researching alternative contact numbers and liaising with team members from other teams.

8. Communicate effectively with internal and external customers on the telephone, in person, online and in writing. Deal with complaints, queries and requests for service in a professional and efficient manner.
9. Compile management, statistical and performance reports as requested.
10. Look to achieve continual improvement.
11. Maintain accurate customer ensuring that all data is held in compliance with data protection and Data Protection Act 2018 guidelines.
12. Carry out a variety of administration duties.
13. Contribute to the Corporate priorities of Broxtowe Borough Council in relation to housing repairs.
14. Contribute to the monitoring of external contractors.
15. Be aware of H & S compliance requirements relating to rented property.
16. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of T122 and T507 - Work Planner but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.