

Job Profile

Job Title	Senior Scheduler		
Job Reference No.	HOMEJD947	Date of issue:	July 2026

The job in a **nutshell...**

You will support the Customer Service and Planning Manager in the supervision of the Scheduling team and general administration with the Repairs and Maintenance Service. You will be responsible for providing an efficient works allocation that promotes efficiency, drives productivity, and provides reliable, consistent, and effective outcomes in line with our Customer Promise.

You'll provide reliable, consistent and effective outcomes to all Home Group customers, colleagues and stakeholders in the delivery of your work.

What **success** will look like...

You advocate efficient use of in-house systems including dynamic resource scheduling (DRS) to maximise service delivery and implement new and improved methods of operation to ensure your team maximise service improvements and efficiencies.

All systems will contain accurate and up to date information to reflect real time activity. Providing timely and efficient forecasting, where job volumes may exceed available resources to allow action to be taken to address the situation. The administration team will support the maintenance function, in all tasks and requirements when needed.

Infosuite jeopardy will be utilised to report and forecast required resource, in order to ensure all emergency works and routine repairs are attended within the published timescales and maximise the use of IT and new technologies acting as an ambassador during testing and implementation of DRS system upgrades.

Colleagues will be supported with the use of mobile devices to ensure all data is captured correctly and the scheduling team is coordinating and scheduling work within agreed timescales, achieving our customer satisfaction levels, service standards and KPI's, optimising workforce productivity and most importantly delivering on our Customer Promise.

Everything we do will be for the right reasons at the right times; you'll be able to articulate how your team are performing, what support you need and address any concerns by providing

guidance, training and feedback supporting a culture that delivers results and service excellence.

You'll embrace change, seeking and acting upon feedback from your stakeholders to help inform improvements.

You will provide excellent customer service in all areas of service provision dealing with customer-based enquiries in an efficient customer focussed manner. You'll build effective relationships with stakeholders, including the customer service centre (CSC) in order to ensure maximise customer service and joined up working.

Using your fantastic people skills you will engage, motivate and coach your team through positive communication and supervision and will ensure everyone is living the Home Group values to deliver a first class service and driving continuous improvement.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We get where our customers are in their lives • Listening to customers to understand their needs • Understand how your role makes a difference to our customers • Recognise each customer is different and adopt a flexible, personal approach	Repairs & Maintenance Planning • Experience working in a fast-paced repairs and maintenance environment. • Knowledge of responsive, planned and cyclical maintenance programmes. • Understanding of trade activities and work sequencing within a construction environment
We have an eye for detail • Applying legislation, working within policies and procedures • Using and recording information accurately and timely • Working in a safe, effective, caring and well-led way	Workforce Scheduling Systems • Experience managing and developing workforce planning systems. • Strong working knowledge of Dynamic Resource Scheduling (DRS). • Ability to use scheduling tools to support efficient resource allocation and service delivery.
We are self-starters • Be well organised • Be proactive • Strive to get it right the first time	Service Performance & Analysis • Highly developed analytical and resourcing skills. • Ability to interpret and present detailed operational information to different audiences.

	Experience balancing changing priorities while maintaining service standards and customer focus.
	Health, Safety & Continuous Improvement - Awareness of Health and Safety requirements within a repairs and maintenance environment. - Experience supporting change and service improvement initiatives. - Ability to work with managers and colleagues to ensure compliance with policies and procedures.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience using Capita Open housing in a repairs and maintenance capacity.
 Fully experienced as a Repairs and Maintenance Scheduler and fully conversant in the use of Dynamic Resource Scheduler (DRS).
 A willingness to undertake a Leadership or Supervisory qualification.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	Enter value
Manages People	Yes	# of direct reports circa	Enter value
Travel	Occasional	Driving Essential	No

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