

Job Profile

Job Title	Scheduler		
Job Reference No.	HOMEJD807	Date of issue:	April 2026

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

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

You will be responsible for providing an efficient works allocation and scheduling service within Home Groups repairs and maintenance service, that promotes efficiency, drives productivity and provides excellent customer service.

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

The shared goals and successes in the role will include but not exclusive to;

You will promote the 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 continuous 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.

Workflows on DRS will be continuously monitored, making new and rearranging existing appointments and ensuring all emergency works are attended within the published timescales. Availability of materials required to complete repairs is coordinated with stakeholders regularly updated on progress.

The use of IT and new technologies is maximised as you'll act as an ambassador during implementation of DRS and future system upgrades. Colleagues are supported with the use of mobile devices to ensure all data is captured correctly.

Work is coordinated and scheduled 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 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.

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 Scheduling Systems • Experience using workforce planning and scheduling systems within repairs and maintenance • Practical knowledge of Dynamic Resource Scheduling (DRS) • Confidence promoting consistent and effective use of in-house systems to support service delivery
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	Repairs and Maintenance Knowledge • Understanding of responsive, planned and cyclical repairs programmes • Knowledge of sequencing and dependencies within repairs and maintenance activity • Awareness of trade activities within a construction or maintenance environment
We are self-starters • Be well organised • Be proactive • Strive to get it right the first time	Health and Safety Compliance • Working knowledge of health and safety requirements in a repairs and maintenance setting • Experience supporting compliance with health and safety policies and procedures • Ability to work closely with managers to maintain safe and compliant working practices

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

Experience using Capita Open housing (or similar) in a repairs and maintenance capacity

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	No	# of direct reports circa	Enter value
Travel	Occasional	Driving Essential	No
DBS	None		

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