|  |
| --- |
| **Job title: CPS Scheduling Support Officer** |
| **Line manager:**   |
| **Grade *(if applicable): None*** |
| **Direct reports: None** |



|  |
| --- |
| **Role purpose:**The candidate will ensure that they are organised to work under pressure to carry out effective administrative tasks to assist in the delivery of our responsive repairs. Your primary focus will be to support CPS scheduling and operations teams to deliver an effective repairs service. You will also liaise with internal stakeholders to ensure that CPS provide the best possible customer experience. **Key results:**The wider Repairs Team is responsible for the delivery of all property services across Peabody, including: * Day-to-day responsive and major repairs.
* Disrepair; damp, mould & condensation; EHO; professional services and escalated cases.
* Empty Homes / Voids.
* Aids & adaptions.
* Planned Preventative Maintenance and proactive case management.
* Service delivery for repairs managed through the DPS Marketplace.
* Planning for the in-house DLO.
* Professional property related services.
 |
| You will have a varied workload carrying out administrative tasks for the planning of the in-house DLO. Typical work activities include: |
| * Liaising with residents to make and rearrange appointments and allocate to correct resource.
* Pick up and action emails in accordance with agreed SLAs.
* Deal with overflow calls from CPS phone lines when required.
* Help to identify escalations/risks with ongoing repairs and assist planning team to resolve.
* Raise and monitor monthly programmed works and follow on works required.
* Assist Schedulers with preparation of WIP meetings.
* Assist scheduling team with booking of supervisor visits to properties.
* Monitor and liase with suppliers to obtain materials ordered updates.
* Assist Schedulers to manage dashboard to achieve KPI targets.
* Dealing with routine enquires from external agencies, internal customers and stakeholders in a professional manner within pre-agreed departmental and company timeframes.
* Ensure our customers are regularly and clearly communicated with, kept up to date on progress and their expectations managed.
* Owning the analysis of customer satisfaction and contacting customers when required to discuss their repair journey experience.
* Working with the Customer Hub to provide onsite support for any queries throughout the day
* Provide support to CPS Scheduling & Operational Management team and deputise schedulers when required.
* Assist scheduling team to achieve effective diary management.
* Work to maintain key performance indicators.
 |
| **Success metrics:*** Improved customer satisfaction across the service.
* Adherence to SLA relevant to reactive maintenance delivery.
* High levels of satisfaction across stakeholders for services provided.
* Improved efficiency in the delivery of services.
* Excellent stakeholder engagement.

**About you:****You will be:*** Accountable, responsible and motivated to do the right thing;
* A problem solver, able to work independently at pace and under pressure, but with a strong approach to teamwork and collaboration;
* A customer service champion with the passion and drive for excellent customer service.
* A team player with good communication skills.

**You will have:*** Ability to work as part of a team and on own initiative.
* Excellent time management skills with ability to prioritise own workload, deal with conflicting demands and meet tight deadlines.
* Ability to show tact and discretion when dealing with sensitive and confidential information.
* An understanding of and commitment to equal opportunities.
* Excellent attention to detail.
* Flexibility and willingness to work outside normal office hours when the need arises.
 |
| * Experience in working within a dynamic scheduling environment
* Experience of working with the public in a customer focused environment.
* Excellent verbal and written communication skills, telephone skills and interpersonal skills.
* Excellent planning and organisational skills.
* The ability to exceed customer expectations and solve problems to the point of resolution
* Experience in using all aspects of Microsoft Office, especially Word, Excel and PowerPoint.
 |