

Job title:	Administrator and Scheduling Coordinator
Directorate:	HomeCare
Date written:	May 2022
Notice period:	1 month
Band:	GG5 7
Job code:	1301

Purpose of job

To schedule, coordinate, monitor and proactively manage the disrepair / quality assurance administration related processes and schedule the Operatives' diaries to deliver an effective service.

Key duties and responsibilities

- Take ownership of the coordination of the Operatives diaries to deliver an effective service.
- Liaise with the Senior Managers, Surveyors, Operatives to effectively coordinate works to ensure that all requirements from all areas are fulfilled so that they are completed efficiently, and excellent customer service is provided.
- Liaise and engage with customers to schedule in appointments and to keep them up to date. Where there could be possible legal implications ensure there is a strong emphasis on providing an excellent customer service.
- Co-ordinate Electrical, Gas, EPC and any other documents relevant to the case. Ensuring all relevant certifications are up to date.
- Ensuring the raising of PO's and the purchase ledger process are compliant with the business financial requirements.
- Analysing and providing reports to the Assurance team members, including trends and recommendations for improvement.
- Working with surveyors to raise jobs when required, including liaising with Sub-Contractors as necessary.
- Management of performance and assurance spreadsheets, raising jobs as required.

- Any other administrative duties requested by line management.

Knowledge, skills and experience required

- Experience of prioritising workload in a busy working environment.
- Excellent demonstrable communication, administration and customer service skills working with customers and managers at all levels.
- Excellent level of understanding of Microsoft programmes and in-house database systems.
- Knowledge of raising and scheduling jobs.
- Organised, efficient and a team player.
- Demonstrate our Values and Behaviours.

Version	Revision date	Summary of Changes	Author
1.1			Anna Nicholls