



## ROLE PROFILE

<b>Title</b>	Scheduler	<b>Department:</b>	Customer Ownership Team
<b>Location:</b>	Langley	<b>Job Banding:</b>	TBC

**Purpose:** *What is the role purpose and how does it support our strategy?*

To provide outstanding customer service to external clients and customers by handling the receipt and deployment of first notification of loss claims to our National Engineer Network.

To own and manage the planning and scheduling of engineers for second fix or long duration works.

**Accountabilities:** *What are you here to do?*

- Logging and owning of new claims, or updating existing claims, received via the telephone, fax, email, or through a client's own claims portal, in line with current processes and policy limits.
- Ensure that the core systems are updated to show the on-going progress and completion of these claims and that clients and customers are provided with updates and any subsequent tasks are completed to a high standard, within service level agreements.
- Deploying and routing engineers efficiently and logically, maximising their job capacity.
- Planning and scheduling of 2<sup>nd</sup> fix work, or long duration jobs where the work completion will span a number of days
- On-going analysis and organising of engineer schedules to minimise failed or delayed attendance to pre-booked jobs with customers
- Capture and process all relevant customer data utilising company systems and procedures.
- Recognising, logging and reacting appropriately to customer complaints
- Escalating any issues where necessary or appropriate
- Provide excellence in customer service on every call, understanding the client or customer's needs and delivering the best possible outcome.
- Taking responsibility for managing your own workload, and assisting with colleague's workload where required to ensure the department succeeds on its objectives.
- Meet the set targets, covering regulatory compliance, call/service quality and productivity to demonstrate your competence.

**Scope:** *how big is this job?*

- Providing 24/7 coverage to ensure the timely deployment of claims to our National Engineer Network

**People Factors:**

- No direct report/people management responsibilities

**What is needed to do the job?**

**Background:** *What experience is needed in order to be able to do the job?*

- Six months or more experience in a planning & scheduling environment
- Six months or more experience of working in customer service or customer focussed environment
- Demonstrable knowledge of customer service principles and practices
- Proficient in the use of multiple computer applications and data entry

**Qualifications:** Are there any qualifications/ educational standards needed to do the job?

- Desirable - 3 GCSE grade C or above which should include English and Maths, or equivalent.

**Regulatory Knowledge:** *What regulatory/legislative knowledge is needed to do the job?*

- Desirable - Awareness of the FSA regulatory environment and Treating Customers Fairly principles
- Desirable - Awareness of Data Protection Act

**Business Know How:** *What business knowledge is needed to do the job?*

- An understanding of plumbing and drainage terminology would be advantageous

**Person Specification:** *What personal qualities are needed to do the job?*

- Planning & Organising – Strong organisational and planning skills to maximise work flow and efficient job routing
- Self-confident with the ability to influence at all levels
- Commercial Awareness - The ability to make decisions, coupled with a good commercial awareness, to understand the impact of that decision.
- Excellent verbal and written communication skills - Professional telephone manner and an ability to draft concise and grammatically correct written responses when liaising with clients or customers.
- Enthusiastic and Resilient - Display a positive attitude, a willingness to learn and the ability to perform under pressure.
- Flexible - Ability to adapt to change to meet the changing demands of the work environment, working hours, or other unexpected demands.
- Punctual and Dependable – Good timekeeping; takes responsibility for their actions and also keep commitments.
- Team player - Ability to work well as part of a team; to exhibit objectivity and be open-minded towards the ideas and views of others, give as well as welcome feedback, contribute to building team spirit, aid others to succeed.
- Ability to comprehend, capture as well as interpret basic technical information
- Ability to treat people with respect under all circumstances, instil trust in others whilst upholding the values of the business

This profile is not an exhaustive list of the activities that the role holder may be required to undertake.

The Company may require the role holder to perform other duties as deemed necessary to fulfil the requirements of the role.