



ADUR & WORTHING
COUNCILS

Job Description

Authority:	ADC/WBC
Directorate/Division:	Communities
Section:	Building Services
Post Title:	Scheduling Assistant
Post Number:	42093
Accountable to:	Resources and Performance Team Leader
Management responsibility for:	None
Authority to liaise with:	Contractors, Tenants, Leaseholders, The General Public, Colleagues and Staff Members, Councillors. Service Suppliers, Consultants and Suppliers, Utilities, Emergency Services.
Meetings attended on a regular basis:	Building Services Team Meetings Repairs Service Meetings Repairs System Meetings Contractors Meetings

Principal purpose of job (role summary)

Provide a dynamic scheduling support/administrative service to the Building Services team, using mobile technology to ensure efficient and reliable repairs and maintenance service, for the Councils.

Main duties, tasks and responsibilities of post holder

1. Support the mobile working interface, scheduling repairs works in real time, to ensure appointments and service commitments are met.
2. Undertake job planning and scheduling, ensuring that trades availability for appointments is constantly up to date, including keeping a log of operative leave, absence and meetings/training on the scheduling system.
3. Agree to additional and follow on repairs, agreeing to additional costs within financial delegated authority limits.
4. Book appointments with tenants/customers, arrange revisits and keep them informed by email, telephone and letter as appropriate.

5. Process and allocate works orders ensuring that the right trades are allocated and that works are completed in line with target completion times
6. Liaise with contractors to arrange repairs, servicing etc. of equipment covered by maintenance contracts, including administration and processing of associated documentation and maintenance of contract records.
7. Monitor progress of subcontract works, managing works in progress, chasing up outstanding works and updating the repairs system with progress updates and completion dates.
8. Process operatives annual leave, timesheets and mileage forms on to the relevant systems, ensuring that accurate records are kept and that operatives payroll is processed accurately to reflect the hours they have worked.
9. Assist with supplier payments using the Council's payment system, processing purchase orders and payments within the post holders delegated financial responsibility.
10. Provide general administrative support for the Building Services Team, including monitoring of operatives and sub-contractors, chase-ups, preparation and authorisation of Variation Orders for submission to Maintenance Officers and arrangement of payments including outgoing and incoming invoices.
11. Deal with email, hard copy post and telephone calls for the team, including distributing to other team members, recording, scanning and filing as appropriate.
12. Deputise occasionally for the Resources and Performance Team Leader, during absence.
13. Manage contact with colleagues and external stakeholders and carry out duties with full compliance with the requirements of Data Protection inc GDPR
14. To undertake all duties in accordance with the Council's policies, in particular those relating to Customer Care and Equalities.
15. To undertake such other duties as may reasonably be allocated to the post holder
16. To promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

