



ADUR & WORTHING COUNCILS

Person Specification

Authority:	ADC/WBC
Directorate:	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.

Area	Requirements	
Qualifications	Essential	Desirable
	At least 2 years experience working in building repairs/customer services within the housing sector	Previous customer service/call centre experience
Professional Registration <i>(where applicable)</i>		
Knowledge & Experience		
(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	<p>Knowledge of building maintenance and related services.</p> <p>Have an understanding of building trades and technical terminology</p> <p>Experience of working in a busy administration team</p>	Experience of working for a local authority or housing association

	<p>Experience of working in a customer service environment, dealing with telephone calls and correspondence</p> <p>Experience of organising meetings, appointments and visits</p>	
Skills		
Communication/ relationship	<p>Good communications skills and able to consult and communicate effectively with staff and members of the public</p> <p>Internal: Liaise with managers, trades staff, inspectors, surveyors, duty supervisor and work colleagues</p> <p>Able to work as part of a team</p>	
Analytical/ judgmental	<p>Attention to detail in the checking of documentation, quotes and reports</p> <p>Able to assess variations in building work and agree financial adjustments to the cost of work to reflect the variance.</p>	good financial management skills
Planning/ organisational	<p>Excellent administration and organisational skills</p> <p>Ability to schedule appointments and allocate tasks in a dynamic work environment where priorities and work flow is constantly changing</p>	
IT	<p>Competent User of IT systems</p> <p>Able to set up, manage and maintain computerised data and document recording systems</p> <p>Able to use word processing and spreadsheet software</p>	<p>Experience using Housing Management systems</p> <p>Experience using job management/scheduling systems</p> <p>Previous experience of using an organisational payment system</p>
Abilities		
Physical		
Mental	Good numeracy and literacy skills	

Emotional	Self-motivated and able to work unsupervised, to enable dynamic scheduling using discretion and initiative Resilient and able to work under pressure and deal with occasional challenging behaviour.	
Working conditions / Style		
Other:		

Person Specification agreed by:

Post holder: <i>(print name)</i>	
Signature:	
Date:	
Line Manager: <i>(print name)</i>	
Signature:	
Date:	
Executive Head of Service: <i>(print name)</i>	
Signature:	
Date:	

