

Role Description

Job Title: Customer Performance Co-ordinator (Scheduler) Site Based

Reporting To: Project Manager

Purpose: The main purpose of the role is to co-ordinate and plan an in house and subcontracted workforce carrying out repairs & maintenance works in void and occupied properties. To ensure the client and customer receives an effective and efficient service & that a top level of customer service is provided at all times.

You will be proficient and understand the social housing market.

Value

KPIs	
<ul style="list-style-type: none"> Assist in the day to day service delivery in accordance with the Morgan Sindall Property Services Perfect Delivery model and iMS, ensuring that all cases are effectively managed. 	<p><i>Support the attainment of 100% of MSi business process and data entry on a daily basis.</i></p>
<ul style="list-style-type: none"> Handling calls and emails from the client to log issues, deploy engineers and monitor completion of the work, providing updates at regular intervals. 	
<ul style="list-style-type: none"> Ensure that the system is updated in a timely manner so that the client and the Operations are in receipt of the most up to date information. 	
<ul style="list-style-type: none"> Ensure jobs are scheduled within the contractual KPI's through effective engineer utilisation. 	
<ul style="list-style-type: none"> Be an active team member of the scheduling team through suggestions / ideas and participation in any initiatives / projects. 	
<ul style="list-style-type: none"> Ensure the scheduling process is delivering maximum productivity 	
<ul style="list-style-type: none"> Ensure that Client/ Customer variations are integrated into the system appropriately and accurately 	

Right First Time

KPIs	
<ul style="list-style-type: none"> During the work process, liaise closely with engineers to ensure materials are collected from suppliers promptly and work is planned to ensure we can provide a first time fix to residents wherever possible. 	<p><i>Right First Time KPI from the pillars of perfect delivery. Could be set contractual specific.</i></p>
<ul style="list-style-type: none"> Utilising the MSi dashboard, assist in the monitoring of Right First Time delivery for each task on the project, reporting to the PM on exceptions or problems encountered. 	
<ul style="list-style-type: none"> Assist service engineers and or sub-contractors to deliver effective utilisation and in understanding their responsibilities in managing their day to day performance. 	
<ul style="list-style-type: none"> Understand the case workload and alert the Team Leader to issues requiring intervention. 	

Role Description

<ul style="list-style-type: none"> Support the effective utilisation of resources and communicate accordingly. 	
<ul style="list-style-type: none"> Escalate variations and communicate accordingly. 	
<ul style="list-style-type: none"> Proactively offer up to date information to the client in relations to ongoing works 	
<ul style="list-style-type: none"> Understand the contractual KPI's, then plan, allocate and operate to exceed client expectations. 	

Customer Recommended

	KPIs
<ul style="list-style-type: none"> Establish and maintain good working relationships with internal and external colleagues, and all members of the management and exec teams. 	<i>Customer satisfaction results KPI as set within the contract documentation.</i>
<ul style="list-style-type: none"> Understand the customer charter and support the Team Leader, in the attainment of Perfect Delivery objectives and KPIs. 	
<ul style="list-style-type: none"> Develop and maintain effective working relationships with service engineers, clients, customers (internal and external) and suppliers. 	
<ul style="list-style-type: none"> Actively disseminate information with colleagues, team leaders and service engineers, maximising our day to day delivery. 	

People Promise

	KPIs
<ul style="list-style-type: none"> Work collaboratively with the team at all times to deliver a consistent and reliable service to our customers, colleagues and clients alike 	<i>Participate in the PDR process and demonstrate team contribution and behaviour</i>
<ul style="list-style-type: none"> Demonstrate honesty and integrity with colleagues 	

Safe

	KPIs
<ul style="list-style-type: none"> Be aware of compliancy with HS&E policy to ensure effective administration, implementation and communication of related HS&E outcomes. 	<i>Compliancy of 100% of MSi business process and data entry on a daily basis</i>
<ul style="list-style-type: none"> Contribute to working safely on projects with zero reportable accidents 	
<ul style="list-style-type: none"> Ensure all duties are undertaken in a safe manner 	
<ul style="list-style-type: none"> Be aware of and maintain required housekeeping standards, at all times 	

Technical Skills and Knowledge

Safe
People Promise
Right First Time
Value
Recommended

	Basic	Intermediate	Advanced
Knowledge of Microsoft Office, Word, Excel			
Detailed understanding of MSi & iMS (internal trained)			
Background resources planning			
Good administration skills			
Excellent written and communication skills			
People skills			
Customer Service Skills			
Health & Safety awareness			
Financial understanding			