

**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"> <li>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.</li> </ul>	<i>Support the attainment of 100% of MSi business process and data entry on a daily basis.</i>
<ul style="list-style-type: none"> <li>Handling calls and emails from the client to log issues, deploy engineers and monitor completion of the work, providing updates at regular intervals.</li> </ul>	
<ul style="list-style-type: none"> <li>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.</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure jobs are scheduled within the contractual KPI's through effective engineer utilisation.</li> </ul>	
<ul style="list-style-type: none"> <li>Be an active team member of the scheduling team through suggestions / ideas and participation in any initiatives / projects.</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure the scheduling process is delivering maximum productivity</li> <li>Ensure that Client/ Customer variations are integrated into the system appropriately and accurately</li> </ul>	

## Right First Time

KPIs	
<ul style="list-style-type: none"> <li>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.</li> </ul>	<i>Right First Time KPI from the pillars of perfect delivery. Could be set contractual specific.</i>
<ul style="list-style-type: none"> <li>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.</li> </ul>	
<ul style="list-style-type: none"> <li>Assist service engineers and or sub-contractors to deliver effective utilisation and in understanding their responsibilities in managing their day to day performance.</li> </ul>	
<ul style="list-style-type: none"> <li>Understand the case workload and alert the Team Leader to issues requiring intervention.</li> </ul>	

## Role Description

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

## Customer Recommended

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

## People Promise

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

## Safe

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

## 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			