**JOB DESCRIPTION**

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| **POST TITLE:** | **Scheduler** |
| **GRADE:** | **6** |
| **DIVISION / UNIT:** | **Traded Services / Pest Control Services** |
| **DEPARTMENT:** | **Environment & Leisure** |
| **REPORTS TO:** | **Scheduling Manager** |

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| **PURPOSE OF THE JOB**  To arrange and schedule appointments and programmed works, ensuring PCS provides an efficient and effective service, which meets service, legislative and council policy requirements, through business co-ordination and administration of PCS works, services and infrastructure across all business areas for internal and external clients both inside and outside of the Borough. |

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| **PRINCIPAL ACCOUNTABILITIES**   1. Responsible for the booking and scheduling of appointments and programmed works and providing general support to the pest control team by assisting the Scheduling Manager in the provision of the administrative function for the business unit. 2. To provide excellent first line customer service through the PCS contact centre and arrange appointments and operational service requests via multiple systems as requested by a wide range of stakeholders. 3. To provide written and verbal service related advice to officers, members, members of the public, contractors, community groups and all stakeholders on matters relating to PCS needs and activities. 4. Develop and maintain office systems and procedures, including a telephone service, in accordance with corporate aims and value for money objectives. To comply with customer care guidelines and initiatives and carry out all duties in accordance with the Council’s equal opportunities policy. 5. Produce accurate and well presented data reports and documents using a range of IT systems, including word, excel, access and power point, ensuring appropriate level of confidentiality. 6. Maintain a detailed awareness of office management practice, monitor own performance and continually look for ways to improve the service. 7. Promote and deliver a customer centred service that is responsive to internal and external customer needs, and places resident and key stakeholders involvement at the heart of the service. To provide excellent customer care to all. 8. Contribute to projects relating to office equipment, services, systems and moves. 9. Contribute to the improved performance of the service through participation in cross service project teams and working groups. 10. To carry out and record detailed customer surveys and assist in the preparation of regular and ad hoc reports and present these as required. 11. Arrange and attend meetings, briefing sessions, conferences and other relevant functions, taking minutes, preparing, copying, circulating papers and reports where appropriate. 12. Undertake other duties and responsibilities within Traded Services of a similar nature and at a similar level of responsibility to those described above and deputise for the Pest Control Services Scheduling Manager when required. |

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| **JOB CONTEXT / REPORTING to :**  The control and reduction of pest species is an integral part of Southwark Council’s ability to deliver on many of the Fairer Future Commitments. By ensuring that dwellings, businesses and public realm areas are free from vermin, Pest Control Services contribute to reducing health inequalities, making Southwark a fairer place to live where all residents have the opportunity to fulfil their potential.  Pest Control Services sits within the Traded Services Division of the Environment and Leisure Department. This division groups together a range of products and services which positively impact on the daily lives of residents and users of the Borough. From carrying out play equipment repairs in parks, manufacturing steel products, designing and installing decorative lighting in tunnels, providing pest control services to managing stray dogs and fleet services.  Services within this division are linked by a high potential for income generation for the council by tendering for new and external contracts. As such the post holder would be expected to work within the geographical area of any existing or new contracts which may be outside the boundaries of the borough.  The service is required to provide a 24/7 stray dog collection and live rat call out provision. A call out rota is in place for this purpose for which staff participating receive overtime and standby allowance in line with council’s remuneration policy.  The post holder will be expected to work flexibly across the different geographical locations of Traded Services sites and operations and reports to the Business Manager.  **FINANCIAL RESPONSIBILITIES**  The post holder will have no direct financial responsibility.    **CONTACTS**  The post holder will have contacts with staff across the Council inc. senior managers, Members of Council, Members of the public and external organisations. All of whom s/he is expected to develop constructive working arrangements to progress the objectives of the post and the Council.  The post holder is responsible for ensuring maintenance of accredited standards. The business unit is committed to continuous improvement in quality of service. The post holder will be responsible for ensuring that all activities are consistent with best value. This includes assisting in the preparation of the performance plan for the business unit and individual work plans, and learning and development plans. |

**GRADE/CONDITIONS OF SERVICE**

This post has been evaluated at grade 6.

Governed by the National Joint Council for Local Authorities Services, based on the NJC Award for pay.

Contractual hours 36 per week Monday to Friday between the hours of 07:00 and 18:00.

Post holder may be required to work and attend meetings out of hours.

Required to perform at the appropriate level of responsibility, whether specifically contained in the job summary or not, which is consistent with the grade and is reasonable in all circumstances across the division having regard to exigencies of the service, your abilities and aptitudes, and all relevant matters.

The post holder will be expected to work flexibly across the different geographical locations of Traded Services sites and operations both inside and outside of the Borough.

Willing to attend training courses – Statutory and CPD.

Must wear and utilise all Personal Protective Clothing and equipment in line with task.

May be required to participate in the management of the out of hours service rota.

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council’s satisfaction your suitability for the position in which you are employed.

**PERSON SPECIFICATION**

The person specification is a picture of skills, knowledge and experience required to carry out the job.

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| **Knowledge, including educational qualifications:** | **Essential (E)** | **How assessed (S/ I/ T)** |
| Educated to GCSE standard or equivalent in core subjects. | E | S |
| Knowledge and understanding of the Councils Equal Opportunities Policy. | E | I |
| Knowledge of workplace processes required to maintain recognised performance and quality measurement standards. | E | I |
| **Experience:** | | |
| Experience of working in an administrative capacity in either the private or public sector. | E | S/I |
| Experience in providing excellent customer service in a busy office environment. | E | S/I |
| Experience of working within a multi-discipline team. | E | S/I |
| **Aptitudes, Skills & Competencies:** | | |
| Ability to communicate effectively both verbally and in writing. | E | S |
| Ability to use and produce documents using IT applications including word-processing, spreadsheets and databases. | E | S |
| Ability to accurately assess customer requirements and take responsibility for delivering the appropriate service. | E | I |
| Ability to effectively prioritise and meet deadlines when faced with conflicting priorities. | E | I |
| **Special Conditions of Recruitment:** | | |
| Comply with and promote the Council’s Equal Opportunities policy | | |
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**Key: E** Essential **S** Shortlisting criteria

**I** Evaluated at interview

**T** Subject to test