

SOUTH DERBYSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

DIRECTORATE:	PLACE AND PROSPERITY
SERVICE:	HOUSING
POST:	REPAIRS SCHEDULER
GRADE:	TBC
RESPONSIBLE TO:	SENIOR ADMINISTRATOR SUPERVISOR

JOB SUMMARY

To support the Senior Administrator Supervisor in ensuring the team offer key support to the Compliance, Housing Management, and Operational Delivery teams.

To ensure jobs are raised and closed accurately for the direct labour organisation (DLO) day-to-day repairs and contractors in line with policies and contracts.

To support the Compliance, Tenancy Management, and Operational Delivery teams with administrative tasks.

MAIN DUTIES AND RESPONSIBILITIES

Be an ambassador of inspiration for the Councils, mission, vision, and values.

To ensure that correct financial controls are implemented in accordance with Financial Regulations and Audit requirements.

To ensure work is produced of appropriate and consistent quality through the development of and compliance with appropriate systems and procedures.

Provide advice, information and attend meetings and training as required.

Exercise stewardship of the highest order in relation to budgets and other resources in pursuance of the Council's aims and objectives and in accordance with the Council's Standing Orders and Financial Regulations, including the co-ordination, production, management and monitoring of the service's budget and performance.

To adhere to and ensure appropriate compliance with the Council's Health & Safety Policy.

To support, promote and comply with the Equality, Diversity and Inclusion actions and requirements when undertaking the duties of this post.

To comply with the Employee Code of Conduct and Ethics Standards.

To respect the sensitivity and confidentiality of any information that they may have access to regarding clients/customers in adherence with the Data Protection policies of the Council.

To support and undertake such other duties commensurate with the experience of the postholder and the grading of the post as may be reasonably delegated from time to time.

SPECIFIC RESPONSIBILITIES

Respond to Customer queries via telephone, e mail, website or from other departments as required.

Using MRI software systems, raise orders for planned and reactive maintenance work to the councils housing stock and associated buildings.

Ensure all jobs assigned correctly to contractors or DLO as appropriate, in line with the Repairs Policy and within SLA's.

Review any jobs from all booking pots to ensure accurate information recorded with regards to:

- Trade allocated to job,
- Time allocated to job,
- Schedule of rate codes,
- Job priority.

Schedule all jobs to DLO operatives ensuring operatives time maximized and travel times kept to a minimum.

Ensure all jobs are practically and financially closed in MRI Repairs for DLO and contractors in line with SLA and processes around no access.

Ensure all follow on works are raised ensuring materials are ordered and further works are accurately recorded before scheduling.

To liaise with the Councils external Contractors to obtain information around job progress and completion dates and complete jobs accordingly.

To order materials and process supplier orders and invoices for payment.

Order and program key fobs and additional keys as requested.

Ensure reactive repairs recharges are processed according to procedures.

Complete administration duties for DLO Operatives around out of hours payments and absence recording.

Ensure all legal and safety documentation in place to support completion of jobs e.g. asbestos surveys and party wall agreements.

Support with performance management of team by producing weekly and monthly reports concerning work in progress, out of time jobs, and damp and mould cases.

Raise Purchase Orders and reconcile through the Agresso system.

Ordering and raising decorating vouchers.

To provide performance figures and financial information as required, under the guidance of the Senior Administrator Supervisor.

Attend contractor meetings, sending agendas and taking accurately recorded minutes detailing any actions.

Keep abreast of all organisational changes and business developments.

Provide cover for other members of the team as instructed by the Senior Administrator Supervisor.

Date issued: June 2025

Issued by: Head of Housing