

Job Description

Job title	Scheduler – Thames Water	Date 26/09/2022
Reports to (title)	Performance Manager	
Contract/Department	Thames Water	Revision
Location	Theale	

Job purpose

Describe the overall purpose of the job in two or three sentences.

To be the 'point of contact' for EMCOR UK engineers and third party contractors, acting between them and sites (including booking them in, ETWOSAs, and confirming all their schedules with TW COPs). Ensuring all individuals and third parties have efficient work plans on a high-profile Contract, receiving details via the EMCOR UK Helpdesk, emails and phone calls directly and actioning appropriately in line with SLA and KPIs set out for the contract.

Additionally to provide administrative support to the wider operational and non-operational areas of the business.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- An exciting opportunity for a Scheduler in our Reading location has arisen. You will be working 40 hours per week between 07:30 to 16:30 with 1 hour for lunch (unpaid)
- Planning Schedule & Diary - review work schedules on a daily basis, scheduling engineers and third-party contractors to allow for time to alter and/or cancel jobs at short notice
- Engineers' Reports - ensuring works are completed and updating the management system/report as appropriate
- Procurement - ensuring the correct materials are ordered for the job, liaising with suppliers, and reviewing/amending quotes for the client
- Client Enquires Day to Day - organizing callout enquiries and resourcing engineers to complete jobs
- Through the use of the Asset Management System and following the Management Operating System, define the forthcoming works programs
- This is to incorporate (but is not limited to) all planned, breakdown, new work and contracted tasks
- In line with SLA's and KPIs define forthcoming work programs to include:
 - Booking operatives on site following access process
 - Ensure engineers and third party contractors' jobs are completed on time and deliver the highest level of customer care
 - Ensure engineers and third-party contractors' have the correct information required to complete the job
 - Ensure that all work orders (PPM & SI) are completed on Agility
 - Ensure that all remedial quotations from the PPM are uploaded to Smartsheet
 - Ensure that all work orders (EXT) are completed on Agility & Smartsheet
 - Assist with programming in approved remedial works, including paperwork for completion
 - Timely loading of all documentation onto Microsoft teams and Microsoft SharePoint in line with Client targets
 - Managing operative diaries
 - Prioritizing emergency works
 - Gain and record actions and approvals for the plan by liaison with operational management

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- Ensure that all outstanding work is monitored and reviewed, and that Supervisors and Managers are informed of progress on a regular basis. Any changes are to be fed into a revised plan and communicated
- Development of the proposed plan, evaluating materials and resource requirements, the relative priority of tasks and ensuring that activities do not conflict
- Gain and record actions and approvals for the plan by liaison with the operation management through planning meetings
- Ensure that all outstanding work is monitored and reviewed, and that Supervisors, Managers and end users are informed of progress on a regular basis
- Any changes are to be fed into the revised plan and communicated to the facilities, so they understand and accept the revisions to the plan
- Undertake the processing and chasing up of work packages, through close liaison with Management and Supervisors to meet the requirements of the
- Management Operating System, ensuring that records are closed out
- Drive Operational excellence across the portfolio and meet / exceed expectations on KPI / SLA performance
- Liaising with subcontractors and operatives to schedule appointments/repairs
- Answer all engineer queries promptly and politely
- Ensuring relevant data is updated on a regular basis
- Communicate any concerns regarding the quality of works to be carried out
- Administrative duties any other ad-hoc roles that may arise
- Support the Service Desk function on an adhoc relief basis
- This is not a safety related post, however the incumbent will carry out the activities of the post in a way such as to maintain, as far as is reasonably practicable the health, safety and welfare of company personnel and others and to safeguard the condition of the environment as required by the company safety manual
- Raise ETWOSAs for third party contractors following training
- Raise Pos for third party contractors and engineers as required
- To carry out any additional job specific responsibilities as directed by your line manager

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- The ability to establish and maintain high standards of excellence in areas of operational administration.
- A minimum of 4 GCSEs or equivalent qualification, grades A-C, including Maths and English.
- Practical experience in an office environment is preferable.
- Computer literacy is essential; knowledge of email and MS package is desirable.
- Ability to be resilient under pressure and be able to converse confidently with staff, suppliers and customers at all levels.
- Smart, presentable appearance.
- Personable and approachable.

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Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	