



## **Job Description and Person Specification**

### **Job details**

Job title: Dispatcher

Grade: SCP 12 - 17

Reports to: Repairs Manager / Team Leader

Responsible for: N/A

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Property Services

### **Purpose of the job**

To be responsible for the diary scheduling of works through the in house operating system for a number of operatives creating maximum efficiency and ensuring key performance indicators are maintained by ensuring that appointments and targets are not missed.

- To identify the skill levels of individual trade people and allocate the appropriate tasks to them to ensure that we achieve a one call repairs service.
- To work with the stores management team to ensure that materials and equipment are always available.
- To act as liaison with tenants regarding appointments.
- Work closely with our customer services team, tenancy services team and property maintenance supervisors to ensure that a customer focused, and cost-effective repairs service is delivered.
- To liaise with the asset management team and other service areas within North Northants Council to ensure that major work projects are planned with sufficient resources at all times.
- To provide weekly performance reports to the property services Management.

### **Principal responsibilities**

1. Clarify with supervisors the availability of trade resources at the start of each day and reschedule trade teams to ensure that all arranged appointments are achieved within the allotted timeframe and adjust accordingly.
2. Identify the appointments allocated by the customer service team and check that the work requested corresponds with the allocated trade operatives and re schedule work as required.
3. Monitor the scheduling information system continually for allocated appointments and priority one requests to ensure that they are scheduled according to availability, geographical area, competency of the operative and

availability of required materials before electronically dispatching to the operatives appointment management hand held computer device (PDA).

4. Continually monitor the dispatching system throughout the day to ensure that appointments are going to be made on time, contact operatives as required to ensure unnecessary delays are avoidable and re allocate if required.
5. To continually plan ahead, schedule and dispatch a continuous flow of work to all trade operatives throughout the working day ensuring that all eventualities such as sickness, holidays and unforeseen occurrences are covered.
6. Liaise with stores management to ensure that materials for the allocated work are available before scheduling and dispatching the jobs to the trade operatives.
7. Liaise with the occupants of the properties if appointments will be either delayed or materials require ordering, and then arrange another appointment with the customer service team if required.
8. To schedule and dispatch appointments for any inspections to the relevant maintenance supervisors' hand-held devices.
9. At the end of each week or as directed by property Management, produce a detailed performance report of each operative, plus an allocations/appointments progress report showing a general overview.
10. To attend Management meetings as directed.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



**North  
Northamptonshire  
Council**

## **Person Specification**

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Education, Qualifications and Training	5 GCSE passes at grade C/4 or above, including maths and English, or equivalent.	BTEC in Business Administration or equivalent.
Experience and Knowledge	Experience of working in a customer orientated environment.  Experience of repairs processes and procedures  Experience of building maintenance terminology  Experience of using a variety of computer packages including Microsoft Word, excel, Outlook. CRM.  A confident, assertive and friendly manner with the ability to work under pressure and to deadlines	Supervisory experience.  Administrative and Technical experience  Previous Dispatching and scheduling experience
Ability and Skills	A commitment to providing excellent customer service – being responsive, flexible, and dedicated to ‘getting it right first time’.  A dedication to being your best at all times – being professional, pro-active and open to new ways of working.	Programme and project management skills.

Attributes	Essential criteria	Desirable criteria
	<p>An enthusiasm for team working – being collaborative, innovative and showing support and respect for colleagues.</p> <p>Excellent analytical skills and attention to detail</p> <p>Excellent spoken and written level of English.</p> <p>Computer literate with a good working knowledge of scheduling systems and Microsoft office applications</p> <p>Good inter personal, liaison and communication skills.</p> <p>Ability to manage and prioritise your own workload</p> <p>Report writing skills.</p> <p>Able to demonstrate a conscientious and dedicated attitude.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Ability to work with and understand technical issues
Additional Factors		Current driving licence and access to a car for work.