

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Scheduler

People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

The purpose of the job is to manage and coordinate the scheduled delivery of service by ensuring that people receive that people receive support at their designated time. A Scheduler also helps in optimising the use of resources and ensuring efficient delivery of service.

The Scheduler serves as a central platform for communication with our referrers, Reablement staff and senior staff.

Schedulers share information and update internal and external colleagues to ensure each person accessing the service is supported to achieve their ideal outcomes.

Well managed scheduling ensures that people receive personalised care when they need it and leads to increased satisfaction, it also allows for better continuity of care and reduces the likelihood of missed visits or scheduling conflicts.

Accountable to:

This role reports directly into the Team Manager.

Responsibilities:

1. Requires an understanding of the service capacity and demand levels at all times, in order to respond to system pressures and provide an accurate overview to management.
2. Process and input all referrals received into the service in a timely manner, using electronic monitoring and social care systems.
3. Deliver training to new staff in ensuring they are confident and competent in using the electronic rota system
4. Build a personalised visit plan for each person entering the service by identifying capacity and allocation of staff members.
5. Respond to changes in people's needs and requirements on a daily basis by amending required visits and allocation of staff members.
6. Ensure systems and processes are carefully followed, to maintain the safe systems of working.
7. Act as a first point of contact for the service to health and social care partners, by being able to problem solve and find appropriate solutions.
8. Be prepared to respond to emergency situations that can be presented to the service which may include emergency admissions.
9. Responsible for the monitoring and reporting of service delivery, this information will be used to evaluate the effectiveness of the scheduling process on a daily basis.
10. Build good working relationships with internal and external managers, and colleagues. Ensure communication style is always clear and polite. Actively participate in staff meetings, team activities, supervision sessions, VIP and training relevant to the role.
11. 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.

12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Demonstrate excellent verbal communication skills to politely and effectively handle a range of queries and undertake reception duties	Essential	A, I
Ability to produce written correspondence and well-presented documents	Essential	A, I
Able to work on own initiative, prioritise tasks and work under pressure to meet required standards and deadlines, whilst maintaining accuracy.	Essential	A, I
Demonstrate effective use of Office 365 (incl.Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I
Able to demonstrate awareness and understanding of equality and diversity, other people's behaviour, physical, social and welfare needs	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Understanding of data protection, GDPR and the security and handling of confidential information.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Previous experience in an administrative role, carrying out a range of duties with experience of setting up and managing records	Essential	A, I
Experience of using financial systems and procedures	Essential	A, I
Experience of using IT systems (in particular Microsoft office Word, Excel, Outlook) to produce a range of documents, coordinate and management information and monitor resources	Essential	A, I
Experience of guiding and assisting less experienced colleagues	Desirable	A, I
Understanding of West Northamptonshire Council services and our customers	Desirable	A, I
Experience of the West Northamptonshire Council management information system	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
NVQ/QCF Level 2 or equivalent qualification in a relevant subject, or administrative experience that is comparable	Essential	A, D
International Computer Driving License (ICDL or ECDL), or the equivalent level of IT and keyboard skills	Essential	A, D
Demonstrate a good level of general education to GCSE standard including English and Maths	Essential	A, D
Satisfactory clearance of a Disclosure & Barring Service check	Essential	A, D
NVQ/QCF Level 3 or equivalent in a relevant subject	Desirable	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Job family & salary band:	Business Administration 03	Worker type:	
People management responsibility:	n/a	Budget responsibility:	n/a

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

