



Affordable homes.
Exceptional care.

Job Description Scheduling Assistant

Reports to Trust Staff Agency Team Leader

Job Purpose Ensure that all services are operating efficiently & effectively in the provision of staffing cover for care and support, catering and hygiene services helping the organisation deliver outstanding experience for both the customer and the business.

Values and Behaviours

Believe in better

- Strive to make every experience exceptional
- Make every decision and action a responsible one; compliant, ethical, respectful and good for our planet
- Think commercially and compassionately to deliver exceptional value
- Strive for simple and be data led
- Make incremental improvements everyday, to set new standards we can all be proud of.

Here for each other

- Be kind, listen closely, trust and be trusted as we encourage and support each other to bring out our best
- Promote inclusivity, embrace diversity and recruit on fit first
- Welcome partnerships and collaborations so we might enjoy the benefits that new perspectives bring.

Love to learn

- Be curious to try, fail and learn by experimenting inside a safe space
- Commit to developing yourself and your skills and others along the way
- Take pride in contributing to the bigger picture, and help us to grow sustainably
- Take the lead. Be confident with your ideas, voice and actions.

Accountabilities

- Responsible for the delivery of staff cover arrangements for Customer Experience department in line with absence cover policies and procedures.
- Accountable for the operation and management of data for the rota management software system.
- Responsible for the support to staff managing and uploading customer data and service details, including the creation of service delivery rotas.
- Responsible for coordinating effective and efficient use of staff cover resources across the business.
- Responsible for fostering good relationships with all landlord, care and support, catering and hygiene staff to assist in the negotiation, communication and confirmation of cover arrangements and scheduling changes.
- Responsible for maintaining positive relationships with external agencies in coordinating cover arrangements and invoicing processes.
- Drive improvement in our customers experience by being empowered to make quick decisions, right for the customer.
- Collaborate with colleagues across the organisation ensuring timeous access to data and reporting from rota managements system is in line with agreed processes for customer invoicing and payroll.
- Aid, support and signpost customers towards engaging digitally with Trust services.
- Ensure compliance with professional, regulatory, statutory and corporate requirements.
- Accountable for carrying out your role ethically and with integrity.
- Actively contribute to the team and its continuous improvement.

Knowledge and Experience

- Educated to a reasonable level and have demonstrable evidence of working in team delivering a front-line service, preferably in care services.
- Drive improvement in our customers experience by being empowered to make quick decisions, right for the customer.
- Experience of contributing to the performance of a successful team with a focus on delivery and continuous improvement
- Be obsessed with accurate data management and customer satisfaction.

- Use wise judgement and decision making to resolve customer and partner enquiries.
- Ability to interpret and follow policies, procedures and legislation, but applying common sense to ensure excellent outcomes for customers.
- Good verbal, written, and interpersonal communication skills.