

Recruitment Pack

Customer First Scheduler - Gas

Bromsgrove District Housing Trust

Building excellent communities with passion and pride.

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Letter to Applicant

February 2020

Dear Applicant

Re: Application Pack – Customer First Scheduler - Gas

At **bdht**, we are proud of our staff and take great care to select the best. Successful applicants are given every encouragement to develop and grow within the business.

We now need someone proactive and dynamic to work in an exciting area of our business. You'll need imagination and ability to adapt. For us, your attitude is just as important as your skills.

If you think you're the person we are looking for, please spend some time and thought completing the online application form and submit it by **12pm Friday 28th February 2020**.

Interviews will be held on Thursday 12th March 2020.

If you have any queries, please contact Hannah Ford, Senior HR Advisor, on **01527 557549**.

Yours sincerely,

Mark Robertson
Chief Executive

About bdht

bdht is an affordable housing landlord based in Bromsgrove in the West Midlands. The organisation owns and manages over 4,000 dwellings, which are comprised of social rent, market rent, shared ownership and specialist accommodation for those with different needs. **bdht** also manages homelessness under contract on behalf of the Local Authority. We are a strong, well-respected and financially viable independent business.

We have an important role within the communities of Bromsgrove and the surrounding areas and we are strongly committed to remaining independent. The organisation was created in April 2004 when it purchased the original stock from Bromsgrove District Council. Since that time **bdht** has been very active in building new homes, increasing the total stock by over 10% in the last five years, providing more affordable housing solutions for people in need.

The business is registered as a charity and operates on a not-for-profit basis, but is first and foremost a commercial business, albeit one that focuses upon social outcomes.

bdht employs 139 people and is dedicated to providing excellent services through being a committed learning organisation. Most of our middle and senior leaders have been developed within the business and we have a major commitment to identifying transferable skills within our employees and creating opportunities for individuals to grow.

bdht is a people based organisation. In the 2018 'Great Places to Work' survey, 95% of staff say we're a "great place to work". We are a serious, happy, hard-working business that thinks it's essential to have fun. We believe in our staff, and actively support them based upon three core themes: 'Look after yourself', 'Look after your colleagues' and 'Look after the business'. We strongly support the concept of the individual, their growth, development and well-being.

We are a good employer who pays fairly and has excellent terms and conditions. But above all we absolutely recognise that good performance is linked to happy staff, so we actively encourage fun and expect that it is part of the normal working day.

Our Vision, Mission & Values

Our Vision

“Imagine an organisation that believes in the importance of community, where everyone is treated as an individual, valued and respect. Where differences are celebrated and personal responsibility in combined achievement is very important. Where staff strive to provide the highest quality of service with energy, pride enjoyment and a sense of humour.”

Our Mission

“Building excellent communities with passion and pride.”

Our Values

At the core of **bdht** is a set of values that were arrived at by the staff and to which we all aspire. A series of presentations and team meetings were held in which the staff put forward and discussed the values that were important to them. The proposed new values were then taken to the main Board where they were wholeheartedly endorsed. As a result, all staff and Board members live the following values:

- Caring** “To care about the quality of services we provide to our customers and the welfare of the Trust’s employees”
- Enabling** “To enable our customers to access and choose services wherever possible and empower the Trust’s employees to deliver high standards of customer service”
- Honesty** “To only promise services to customers that we can reliably deliver and be an employer who is trustworthy and acts with integrity”
- Positive** “To care about the quality of services we provide to our customers and the welfare of the Trust’s employees”
- Fair** “To deliver a consistently excellent service to all customers and to always be fair in the day-to-day support of the Trust’s employees”

Benefits

- ✓ Salary is **£25,885** per annum
- ✓ 37 hours per week
- ✓ 30 days annual leave plus bank holidays
- ✓ Pension Scheme
- ✓ Reward Statements
- ✓ Employee Assistance Programme
- ✓ Holiday Buy and Sell Scheme
- ✓ Health Cash Back Scheme
- ✓ Retail Discounts
- ✓ Free Refreshments
- ✓ Free Parking

bdht offers a Defined Contribution pension, administered by the Social Housing Pension Scheme. Initial contribution rates, at auto enrolment, are at 3% with the possibility to increase contributions thereafter as follows:

Member pays	bdht pays
3%	5%
4%	6%
5%	7%
6%	8%

Life insurance is also available to members of the pension scheme. Life cover of three times your earnings is provided as part of your membership of SHPS DC.

Role Profile

Job title	Customer First Scheduler - Gas
Responsible to	Customer First Team Manager
Responsible for	Not applicable
Vision	'To build excellent communities with passion and pride'
Purpose	To plan and manage the trade appointments to maximise productivity and meet customer expectation. Working within a fast-paced customer contact environment the role will deliver an efficient and excellent customer experience that aims for resolution of the customers query on the first call.

Role Profile

Key Achievement Areas:

- ✔ To ensure that the trade's diaries are fully booked and that the engineers are able to work efficiently and effectively and that systems are kept updated.
- ✔ To be the first line of support for the Gas Engineers and trade operatives in relation to diary queries, materials deliveries and access to properties.
- ✔ To monitor internal and external resources to ensure service delivery to time and budget constraints.
- ✔ Collation and dissemination of required certification and documentation.
- ✔ To support the Gas Manager to reallocate works due to absences.
- ✔ To ensure that all associated actions and appointments have been completed.
- ✔ To support the customer first team manager and maintain statistical records for the purposes of Key Performance Indicators.
- ✔ To answer customer enquiries and resolve issues satisfactorily.
- ✔ To assist with managing the 'no-access' process for customers up to Court stage, ensuring documentation is collated in a timely manner, accurate and complete.

Person Profile

Skills and Experience - Experience/Knowledge	Essential	Desirable
Able to demonstrate a resilient and enthusiastic attitude together with excellent communication skills via telephone, face to face and writing	✓	
Experience of operating a scheduling and appointment planning system for trade's operatives	✓	
Prior experience of a repairs environment within the social housing sector		✓
Experience of maintaining and updating housing management systems		✓
Level 2 VRQ Award for Gas Safety Awareness in Social Housing		✓
Requirement to undertake Level 2 VRQ Award for Gas Safety Awareness within the first 12-months	✓	

Person Profile

Competency	Behaviours
Technical Skills	Proven ability to understand and operate within the technical requirements of both the role and the customers.
Commercial Awareness	Recognising what role own job has to play within the wider organisation, understanding the impact of actions upon the wider business.
Customer Service and Quality Focus	Demonstrating a commitment to Customer Service in all activities and ensuring that quality standards are met and acted upon.
Achievement Orientation	Evidencing ability and a desire to achieve both work and personal objectives.
Critical Thinking Skills	Utilising problem-solving tools and techniques, looking at all the options and seeking to identify solutions.
Planning and Organising	Prioritising and planning in order to meet own and others objectives, organising self to ensure service levels are met.
Communication	Consistently able to communicate appropriately and effectively at all levels in order to meet customer needs.

General Information

Personal development

We will offer opportunities for staff to develop and expand their knowledge and skills. It is intended that this will sit within a framework that assists individuals with ongoing personal and career development.

General

No job description can cover every issue which may arise within the post at various times and the jobholder is expected to carry out duties commensurate with the role from time to time.

This post requires that the job holder is subject to a DBS check at a basic level.

For the purpose of travel and expenses, this role will receive the following mileage rate:

Casual	Essential User Car Allowance
✓	

Mileage Rate / Car Allowance			
Casual Users	451 - 999cc	1000 - 1199cc	1200 - 1450cc
Per mile first 8,500	39.7p	43.1p	54.4p
Per mile after 8,500	12.1p	12.0p	14.3p