



Senior Maintenance Scheduler Maternity Cover (FTC 12 Months)



Up to £32,914

Interested in making a change?
Apply online at **beacon.cymru/jobs**

About Beacon

Beacon Cymru results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

At Beacon we're a team in the truest sense of the word. We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 380 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

Beacon owns and manages almost 9,000 homes across South Wales. We aim to be an organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents. We aim to deliver a greater number of new, high-quality homes each year; we're focused on growth and investment in existing homes and services, and we're a more resilient organisation with a wider geographical reach. We currently have over 500 new homes under constructions across the regions where we operate.

Beacon vision is to provide better places for people and the planet. Our purpose is to create lasting change you can see, through affordable homes, sustainable neighbourhoods, and vibrant town and city centres.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with residents and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for resident focus, innovation and sustainability.



Job Title:	Senior Maintenance Scheduler – Maternity Cover (FTC 12 Months)
Place of work:	Swansea
Hours of work:	35hrs
Salary:	Up to £32,914

Our location

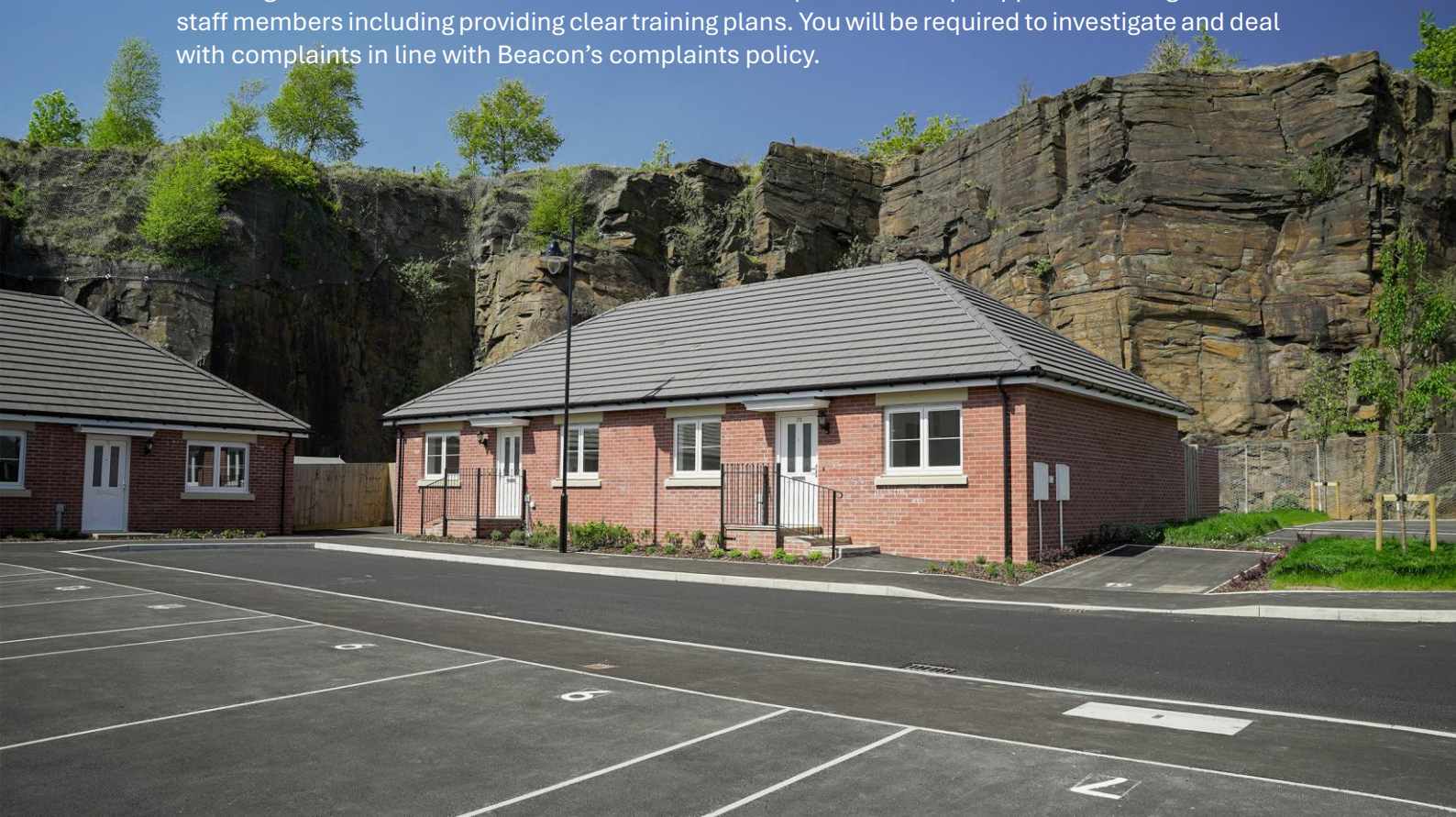
Operating across Swansea, Rhondda Cynon Taf, Neath Port Talbot and Carmarthenshire, we have the Gower's world class beaches, beautiful natural landscapes and the Welsh valley's rich industrial heritage on our doorsteps. Swansea and the wider regions where we operate offer world class educational institutions, and the ongoing regeneration across the areas in which we are based bring creativity, thriving communities and friendly places to live and work.

Job Summary

We really care about the people and communities we serve, and we need skilled caring people to help us serve those communities so we're looking for someone with the right skills, ability, empathy and initiative to fill this role.

This role is for anyone who has undertaken and understands the Maintenance Scheduler role. You will be expected to deal with phone call, emails and any other contact that is made to Beacon's maintenance department. You will be expected to lead and motivate what is a busy team so will need to demonstrate strong leadership qualities and good people skills with colleagues and external stakeholders. You should be able to motivate, listen, support, challenge and understand to get the best out of the team. Any support required will be given to guide you through this role.

As Senior Maintenance Scheduler you will be expected to undertake all aspects of the Maintenance Scheduler role along with managing leave, sickness, one to ones, recruitment (where required), organising and facilitating team meetings and wellbeing sessions whilst ensuring service cover where needed. You will be expected to help support and integrate new staff members including providing clear training plans. You will be required to investigate and deal with complaints in line with Beacon's complaints policy.



Core duties

- To carry out line management responsibility for the Scheduling team members which includes but is not limited to managing sickness, leave and 1-2-1's
- To ensure the Scheduling Team is suitably resourced to deliver an effective repairs service
- To take telephone calls, arrange appointments and inspections for maintenance staff or works for contractors as required. To follow up on queries raised by customers and update them in relation to their repair.
- To schedule repairs in the most efficient and effective manner.
- To manage Beacon Repairs Team operatives and Inspectors diaries across all work, reactive, void and planned.
- To manage a group of contractor's diaries across all work, reactive, void and planned.
- To manage, administer and close where necessary complaints relating to the Scheduling team with similar involvement with the wider repairs teams.
- To ensure invoices are coded correctly, regularly input and systems updated.
- To ensure that job codes are correct so as to be able to produce meaningful and current reports relating to our properties and maintenance work.
- To extract information from databases to provide reports as required, eg. Costs, defects, components, maintenance jobs and timescales taken.
- To ensure the invoicing for work they are responsible for, or other repairs work invoicing is up to date and correct.
- To deal with enquiries and correspondence relating to maintenance issues and maintain effective administration systems.
- To undertake and arrange follow-up calls in relation to the tenant satisfaction survey and arrange further visits as required.
- To collate contractor performance information, manage the departments tenant satisfaction results and provide reports as required.
- To be fully conversant with Access databases and IT systems generally (word / excel, etc) in order to provide information to the department.

- To be able to interrogate IT systems to produce reports and analyse data to assist with decision making.
- To adequately manage relationships across the organisation along with external contractors and suppliers.
- To issue work orders up to the limits specified in the Group's financial regulations.
- To identify any areas of training for self and / or team members and implement as necessary.
- To organise and facilitate team meetings and wellbeing sessions as required.
- The Team Leader will work with colleagues and occasionally outside agencies on groups providing a repairs and maintenance perspective as required.
- To work flexibly within the department and provide cover where necessary during periods of sickness, holidays, etc.
- Where required you will assist with different stages of recruitment.
- Carry out any other duties reasonably determined by the Chief Executive or Director of Housing Services.

General Responsibilities

- To attend and participate in team meetings.
- To undertake training as required, whether identified by self or others in the Group.
- To treat colleagues and clients in a fair and non-discriminatory way.
- To carry out any other duties reasonably requested by the Group.
- Be aware of and comply with Statutory and Legal obligations, the Group's corporate aims, values, policies and procedures, tenancy conditions and good practice.
- You demonstrate a social conscience and believe in putting the customer first and doing what's right for them

This is not exhaustive and may change to meet the needs of the Organisation

Person specification

Qualities	Essential / Desirable
Excellent IT skills with an emphasis on word and excel	E
Knowledge of the principles of customer care	E
Excellent organisational and administrative skills	E
Able to manage work between operatives and contractors effectively	E
Ability to lead and motivate a team you work closely with	E
Able to produce reports and analyse data to improve decision making	E
Excellent communication and negotiation skills	E
Knowledge of repairs and maintenance	D
Excellent interpersonal skills including the ability to listen, mediate and negotiate	E
Mature and professional attitude in work and manner	E
Confident manner and approach in dealing with people	E
Flexible and adaptable approach to work and be able to manage several tasks or projects at the same time	E
Good organisational and time management skills, with the ability to work to set targets	E
Embraces change, is proactive and looks to identify areas of continual improvement	E
Remains assertive but can deal compassionately in challenging situations	E
Ability to work independently and on own initiative	E
Ability to cope in a busy working environment	E

Ability to work as a team member in the Maintenance Department and in the Association as a whole, and be able to sustain good working relationships	E
Excellent time keeping	E
Previous experience of working in a similar role for a housing association or similar organisation	D
Willing to undertake any training that will develop the role and themselves	E

Next steps

If this seems the job for you can apply online 24/7 right up until **31/10/2025**

If you'd like to chat to us about the role before you apply, please contact Demi Lewis or Sarah Young on 01792 619400.

You can save your application progress through our online application system, so you don't need to do the entire thing in one go. We are not accepting CV's for this vacancy.

Here's a whistlestop tour of our typical recruitment process so you know what to expect:

- Complete and submit the application form online before the closing date and time shown.
- We'll review all applications and let you know whether or not you've been shortlisted.
- If you are, we'll invite you to come and meet us for an interview on **11/11/2025**.
- If you're successful, we'll make you an offer.
- Once you've accepted our offer, we'll follow up your references and check your eligibility to work in the UK – if the role requires it, we'll also carry out a DBS check.
- Once that's all done, we'll send you a contract and confirm your start date.
- Welcome to **#TeamBeacon!** There's a 6-month probationary period from your start date and your manager and HR will support you throughout.

Our benefits

Beacon offers a wide range of benefits including:



30 days annual leave, plus an additional 2 days leave at Christmas!



Enhanced family friendly leave, including paid dependency leave.



Defined contribution pension with included life assurance of 3 times your salary.



Enhanced company sick pay



Extensive wellbeing offer

Want to see the full range of benefits?
Visit beacon.cymru/jobs

