



# Maintenance Scheduler

2 x permanent  
1 x 12-month FTC



£27,624

Interested in making a change?  
Apply online at [beacon.cymru/jobs](https://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.





<b>Job Title:</b>	Maintenance Scheduler (Permanent and FTC roles available)
<b>Place of work:</b>	Swansea High Street Office / Working from Home
<b>Hours of work:</b>	35hrs Monday to Friday (Core hours 8am – 5:30pm/4:30pm Friday)
<b>Salary:</b>	£27,624

## 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

Does helping people and going the extra mile make you happy? Well, it makes us really happy! We know that when our residents call us about a repair to their property, they're not just telling us about something broken or not working, they're letting us know about a problem with their home and we're incredibly passionate about repairing and maintaining our tenant's homes. After all, we know that, for our tenant, home is where the heart is, so it's only right that we put our heart and soul into doing what matters. This means listening to and understanding the needs of our residents so that we can get the job done right first time and at a time that suits them.

We really care about the people and communities that we serve, and we need caring problem solvers who put the needs of the customer at the heart of everything they do to help us serve our communities. If what we do appeals to you and you think you have the positive attitude, ability, empathy and initiative to thrive in this environment, then we'd love to hear from you.

We are looking for Maintenance Schedulers to join our highly motivated and successful Scheduling Team. Our team exceeds our residents' expectations time and time again, and this has been recognised in our annual resident satisfaction survey where we scored 95% this year. It won't surprise you to know that we set the bar high. You will share our values, be a great team player and be happy to use your own initiative and organisational skills to get the job done. You will have the opportunity to provide input and help shape the way you work, with opportunity for professional growth and development along the way.



## What is the role?

You will work in a growing team of dedicated people answering phone calls from residents, trade operatives, contractors, Maintenance Inspectors, Caretakers, and others, primarily booking new jobs, dealing with ongoing works and arranging appointments as well as dealing with a variety of different types of queries. You will always provide high levels of customer service to everyone you deal with.

You will also be responsible for managing the day-to-day workloads of our in-house trade teams, allocating works to our operatives using our scheduling system; this involves using initiative and problem solving to ensure jobs are completed efficiently.

The role involves high levels of autonomy and initiative, there are no scripts, and you have the power to make the decisions on the frontline. You will be expected to listen to our residents, understanding their needs to achieve a good outcome that matters to them but also takes into consideration the use of the organisation's resources.

To do this you will need to use multiple systems while answering calls, so you'll need to be organised, competent with IT and good at multitasking.

You will manage the email inbox dealing with customer queries and respond to customer satisfaction scores getting feedback from tenants on how we can improve our service.

You will be expected to keep accurate notes, keep records up to date, input invoices and clear down data, essentially keeping data clean and relevant.

## Core duties

- 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.
- Deal with repairs and queries that come into the team inbox, these queries could range from rearranging an appointment, dealing with defect repairs, arranging general repairs, amongst other tasks.
- To schedule repairs in the most efficient and effective manner.
- To manage Coastal internal workforce operative's diaries across all work streams.
- To manage a group of contractor's diaries across all work streams.
- To ensure invoices and jobs are coded correctly, regularly input and systems updated.
- To deal with enquiries and correspondence relating to maintenance issues and maintain effective and up to date administration and IT systems.
- To ensure information and other details are put on IT systems correctly, are updated regularly and to follow up on outstanding repairs.
- To undertake follow-up calls in relation to the resident satisfaction survey and arrange further visits as required.

- To take payments in relation to re-charge work and occasionally follow up on outstanding recharges.
- To be conversant with databases and IT systems generally (word / excel, etc) in order to provide information to the department.
- To issue work orders up to the limits specified in the Group's financial regulations.
- To run and utilise reports to clean and keep repair data up to date.

### **General Responsibilities**

- Be aware of and comply with Statutory and Legal obligations, the Group's corporate aims, values, policies and procedures, tenancy conditions and good practice.
- To work flexibly within the department and provide cover where necessary during periods of sickness, holidays, etc.
- To undertake training as required, whether identified by self or others in the Group.
- To comply with the Health & Safety regulations and the Group's working procedures.
- To treat colleagues and clients in a fair and non-discriminatory way.
- Carry out any other duties reasonably determined by the Chief Executive or Director of Housing Services.

**This job description is not exhaustive and may change to meet organisational needs.**

Qualities	Essential / Desirable
Working with the general public and a wide range of client groups	E
Worked in an environment with an emphasis on customer focus and excellence in service delivery	E
Used to dealing with high volumes of calls and managing multiple tasks	E
You have demonstrable experience of accurately carrying out administrative tasks (invoicing, data entry, record keeping)	E
You have demonstrable experience of managing workloads and/or resources.	E
You have demonstrable experience of problem solving and using your own initiative	E
Enjoys helping people	E
Works well within a team	E
Able to organize own and others work	E
Ability to listen, mediate and negotiate	E
Ability to promote and develop healthy relationships	E
Mature and professional attitude	E
Good communication skills	E
Keen to learn	E
Flexible	E
Confident and positive attitude	E
Approachable	E
Welcomes change	E

Likes to use own initiative	<b>E</b>
Commitment to the values, aims and objectives of Coastal	<b>E</b>
A sense of humour	<b>E</b>
Ability to accurately record information	<b>E</b>
Able to work, at times, under pressure in a busy environment	<b>E</b>
Hardworking and pro-active in your approach to complete tasks	<b>E</b>
Literate and numerate	<b>E</b>
Previous experience of working for a housing association or similar organisation	<b>D</b>
Willing to undertake any training that will develop the role and themselves	<b>E</b>
Excellent time keeping	<b>E</b>



## Next steps

If this seems the job for you can apply online 24/7 right up until 2<sup>nd</sup> January 2026.

If you'd like to chat to us about the role before you apply, please contact Sarah Young on 07458 031894.

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 for an interview on 12<sup>th</sup> January 2026.
- 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](https://beacon.cymru/jobs)

