

Role profile

Team Scheduler

Our values:

We are dedicated, respectful, collaborative. We are Milton Keynes City Council.

Service	Home 1 st , Adult Social Care
Reports to	Team Co-ordinators
Job family	Business Administration
Grade	D
Political restricted?	N
DBS required?	N
Date	Feb 2025
JE Code	JE2007

Key deliverables

1	Responsible for the scheduling of support visits for the whole service on the CareFor scheduling system, working over a 5-day shift pattern to include weekends.
2	Responsible for planning, producing, and distributing weekly work schedules for rehabilitation staff ensuring that all service user visits are covered, altering, and distributing work schedules, ensuring that service user visits are covered and changes are effectively communicated.
3	To record any sickness or unplanned absences that occur, keep records up to date and share relevant information with Team Co-ordinators and Managers so that Attendance processes can be actioned.
4	Working with Team Co-ordinators and Managers to ensure care visits meet the requirements of care plans and reflect service users' needs. To ensure the appropriate skills mix has been applied.
5	Ensure clear, concise, and accurate records are kept and updated in a timely manner, including the use of departmental electronic records and training records.
6	To be responsible for keeping the scheduling system with accurate and up to date client and carer records in line with Care Quality Commission and Milton Keynes City Council policy. This includes the adding and removing of service users as required.
7	To notify the Registered Managers of any problems relating to the effective provision of the service, for example, team sickness absence.
8	Use the system reporting processes to extract information and data to provide to Managers for reporting and analysis.
9	Working with the Co-ordinators to plan, review, and book training in line with programme of training to meet the requirements of the service and CQC to ensure all mandatory training is kept up to date to maintain a safe and competent workforce.

Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs

Essential requirements Key skills, expertise, and qualifications

1	Good knowledge and experience of using computer applications, including Microsoft programmes.
2	Being able to use numerical and statistical data accurately.
3	Good communication skills both written and verbal.
4	Ability to work to deadlines in a pressured environment.

Job family

Business Administration (Grade D)

Colleague expectations

- Be professional at all times
- Work together for the good of the team, city council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Manager expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the city council by providing service users with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

Role characteristics

At this level posts carry out complex administrative tasks in accordance with established guidelines and operating instructions. Job holders will plan to maximise efficiency and will be expected to deal with a range of administrative issues independently, including matters which may see them deal directly with those negatively affected by their decisions.

The knowledge and skills required

Jobs require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.

Thinking, planning and communication

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other city council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

Decision making and innovation

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the job holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

Areas of responsibility

The work carried out by job holders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Other than assisting with the induction and orientation of new team members, job holders will not have managerial or supervisory responsibilities over other employees.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

Impacts and demands

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will be needed quite regularly.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Job holders will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.