

Job Title	Scheduling Administrative Assistant
Reports To	Scheduling Supervisor
Grade	Scheduling Framework
Purpose	To provide a range of administrative assistance to the Below Ground Scheduling team and to contribute to the achievement of the business-wide objectives.
Key Accountabilities	<p>Create a weekly plan of work for 5-10 operational teams across a geographical area, ensuring they are efficiently planned to required level of performance as defined by Operations Area Engineering Managers and where required liaise with FLM to confirm requirements/arrangements. This will include:</p> <ul style="list-style-type: none"> • Coordinating the complex planning of jobs, looking at maps/understanding engineering difficulties/setting operational performance etc. • Operate office systems, process documents, maintain accurate records and access information in support of Build & Replace Scheduling activities which include: Connections, DR4, GSR cut offs and all B&R Ad hoc activities, whilst ensuring adherence to Ofgem GSOPS and NRSWA requirements, liaising with Highway Authorities to arrange the necessary notices, permits and traffic management arrangements. • Provide administrative support and assistance in providing an efficient and effective service • Make/receive customer contacts in a professional, efficient, friendly manner • Resolve enquiries and complaints from both internal and external parties, providing a written, face to face or telephone response as appropriate. • Compile and provide routine information using computer systems as necessary in accordance with relevant procedures and guidelines, in order to provide management with the information they need to effectively make decisions. • Assist in the delivery of mentoring of new staff where appropriate to ensure consistency of approach and compliance with standard processes and procedures. • Participate in the measurement of departmental/team objectives, to enable performance gaps to be identified and addressed. • Work within and promote the philosophy of safe team working and development across all WWU activities to achieve business objectives and continuously improve performance.
Technical Know-How & Skills	<ul style="list-style-type: none"> • High standard of keyboard skills. • Competent in the use of all standard Microsoft and other standard desktop packages and general office facilities. • Excellent communication skills, both written and oral. • Good knowledge of the Gas Industry is desirable. • Ability to demonstrate our core behaviours of teamwork, customer service, pride and energy
Qualifications	<ul style="list-style-type: none"> • Math's and English O'Level's/GCSE's are essential.