

1. Job details	
Job title	Workforce Scheduling Coordinator
Salary band	Band 6
Accountable to	Rostering & Resources Team Manager

2. Job summary
<p>This role supports the Rostering & Resources Team Manager in the performance of their duties, specifically working with a team of coordinators to schedule trainer activity in delivering First Aid and other training to workplace, Community and School pupils groups. To post holder will ensure that the workforce is organised in an effective manner and supports the development of the business. and its people through effective utilisation.</p>

3. Main duties and responsibilities	
1	To schedule workforce as required, to enable the delivery to take place in accordance with legislative and organisational standards and in a cost effective manner.
2	To ensure the appropriate planning and preparation of equipment, facilities and workforce in liaison with other colleagues and functions as necessary.
3	To work as a team with colleagues to ensure business targets are met.
4	To capture, process and store data in accordance with the current Data Protection legislation.
5	To ensure workforce scheduling provides for acceptable compliance in line with the organisational quality and standards requirements relating to the workforce.
6	To provide support, information and reports to the workforce line management and other managers as requested.
7	To provide an effective line of communication throughout the team
8	To participate in a rota of early morning response in order to manage unplanned absences of the scheduled workforce
9	Maintain the organisation's policies and procedures. This includes areas such as health and safety, human resources, finance and information technology but is not limited to these areas.
10	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

4. Person specification			
This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.			
Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
Education and qualifications			
Educated to GCSE level or equivalent (Grade C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Experience			
Experience of working successfully in a customer focussed environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of coordination across a multi-site operation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of scheduling or logistics	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of using computerised systems for scheduling or logistics	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of workforce scheduling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience of using PeoplePlanner software from Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Ability to work with and maintain a high degree of accuracy and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Excellent planning and organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use Microsoft® applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Excellent interpersonal skills with ability to build effective working relationships	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to work on own initiative, as part of a team and under direction from line manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to communicate effectively with colleagues, volunteers and customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
An understanding of workforce activity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Knowledge of St John Ambulance products and services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Motivation			
Willingness to be flexible to meet the needs of the business including additional hours as necessary during evenings and weekends	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to adapt learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.			
Initials: MD		Date of preparation: 06/06/18	