



Job Description

1. Job Title

Job Title:	Scheduler
Responsible to:	Scheduling Manager
Location:	Slough
Division:	QA Learning
Department:	Operations
Last Updated:	21/04/2015

2. Job Purpose

Full responsibility for the planning of all course schedule and Instructor utilisation. Interactions with sales teams to fulfil all training requirements and to ensure effective use of QA's Instructors and Training Centres.

3. Key Responsibilities and Duties

Instructor Support

- Managing all Internal Instructor schedules – being responsible for the diary management and development of QA Instructors.
- Allocating preparation time for Instructors and maintaining their records.
- Responsible for ensuring adequate cover is provided for Instructor sickness and holiday requests.
- Managing new Instructor inductions. This involves “buddying” them up with experienced Instructors, arranging for them to sit in on relevant courses and organising team teaches.

Team Work

- To maintain a good working relationship with the scheduling team and all other departments.

Process



Job Description

- Maintaining in house system with up to date information i.e. courses codes.
- Produce weekly scheduling reports to monitor all centres; Public, Closed and On Site Courses.
- Negotiate prices with associate companies and freelance Instructors to gain the best possible rate while proactively monitoring all costs to QA and raising relevant purchase orders.
- Monitor fill rates and revenue for all courses in order to maximise these, add extra dates as and when required.
- Identify gaps in Instructor skill sets by using QAs skills matrix and put forward business cases to employ additional resource.
- Monitor low/high fill courses and cancel low fill courses, notifying all Account Managers and their Customer Service Representative.
- Ensuring all courses are scheduled correctly.

General

- Dealing with internal and external telephone and email requirements, including enquiries from sales people.
- Provide support to other scheduling areas when required.

4. Key Performance Indicators - KPI's

- Leadership – inspiring and developing others to achieve outstanding levels of performance.
- Performance Management – delivery of business objectives through effective setting of personal and team goals.
- Team Working – co-operating with and respecting colleagues to exceed the sum of individual performance.
- Communication – the ability to listen, express and articulate information effectively
- Customer Service – meeting the requirements of our customers and presenting a professional image and can-do attitude.
- Commercial Awareness – understand the business sufficiently to facilitate streamlined processes and meaningful reporting.
- Innovation & Continuous Improvement – constantly seeking to improve the way business is done through analysis, creativity, and problem solving and change initiative.
- Results focused – getting the job done in an efficient way through effective time and task management.



5. Skills, Competencies and Qualifications

- Experience of working in a busy office environment is essential.
- Good people management skills are essential and experience of team management would be beneficial.
- Logical thinker who is willing to own and solve problems with the determination to find solutions.
- Confident and outgoing.
- Extremely pro-active.
- Clear communication is a must as you will be taking enquiries from over 150 sales people.
- Must have excellent organisational and planning skills with the ability to prioritise workloads, work methodically, accurately and effectively under pressure while maintaining a positive attitude.
- Flexible and adaptable to change.
- Must be able to remain calm at all times.
- Thorough and detailed orientated.
- Listens to and follows instructions to the highest level of accuracy.

6. Key QA Values

Listed below are the key values and attributes expected of all QA employees

Integrity - We will: Be open and honest. Have trust and respect for each other. Act in the best interests of the whole business. Share knowledge and experience.

Commitment – We will: Deliver our obligations to clients and colleagues. Take individual responsibility and be proactive in delivering what we promise. Champion equality, diversity and inclusion. Support our communities and protect the environment.

Service – We will: Understand our clients and exceed their expectations. Provide exceptional value. Deliver the highest quality service. Strive to continually improve and enhance our services.



Job Description

--

7. Agreement

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Line Manager's Signature:

Date: