

**QA**

# **JOB DESCRIPTION**



## 1. JOB SPECIFICS

<b>Job Title:</b>	Scheduling Specialist
<b>Reports to:</b>	Senior Scheduling Specialist
<b>Location:</b>	Cheltenham
<b>Department:</b>	Operations

## 2. ABOUT THE ROLE

<b>What you'll be doing?</b>	<p>You will assist with the planning of instructors and room schedules to ensure all scheduling requirements from our teams are fulfilled.</p> <p>You will complete a range of administrative tasks around the use of resources to ensure managed efficiently including but not limited to management of unconfirmed requirements, raising purchase orders for suppliers.</p> <p>Collaborating with our sales team to fulfil all training requirements and to ensure efficient use of QA instructors and training centre rooms.</p> <p>In this role you will efficiently manage the trainer and room resources to deliver high levels of utilisation across all areas.</p>
<b>Key Responsibilities</b>	<p>Always deliver exceptional Customer Service by meeting the requirements of our customer and presenting a professional image and can-do attitude.</p> <p>Schedule and resource core and 3<sup>rd</sup> party events- this may include accommodation, training rooms, kit hire, trainers and other support personnel as required.</p> <p>Add courses to internal systems ensuring all relevant data captured accurately.</p> <p>Ensuring requirements are managed through our internal workflow system quickly and accurately capturing relevant details at all stages of the process.</p> <p>Respond to customer requirements aligned with SLA</p> <p>Ensure quality and performance indicators for the team are consistently met.</p> <p>Liaise effectively with other departments within QA and external supplier to ensure excellent delivery of service</p>

	<p>Deal with requirements where solutions may involve multiple stages and juggling to achieve the required outcome.</p> <p>Innovation &amp; Continuous Improvement – constantly seeking to improve the way business is done through analysis, creativity, and problem solving and change initiative</p> <p>Results focused – getting the job done in an efficient way through effective time and task management.</p>
<b>KPIs &amp; SLAs</b>	<p>Ensure accurate data input</p> <p>Ownership and resolution of scheduling and administrative issues</p> <p>Responding appropriately to delegates in a timely manner</p>
<b>Key Working Relationships</b>	<p>Courseware, Scheduling teams and other internal stakeholders</p> <p>3<sup>rd</sup> Party Suppliers</p> <p>External delegates and clients</p>

### 3. ABOUT YOU

<b>Competencies</b>	<p><b>Core</b></p> <p>Integrity – 1</p> <p>Accountability – 1</p> <p>Communication – 2</p> <p>Adaptability – 2</p> <p>Initiative – 1</p> <p><b>Role Specific</b></p> <p>Attention to Detail – 2</p> <p>Results Driven – 2</p> <p>Customer Focus – 2</p> <p>Collaboration – 2</p> <p>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.</p> <p>Listens to and follows instructions to the highest level of accuracy.</p> <p>Logical thinker who is willing to own and solve problems with the determination to find solutions</p>
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<b>Your Experience</b>	<p>Experience of working in a busy admin environment and strong data entry skills.</p> <p>Experience of working in an environment that is subject to change.</p> <p>Able to make decisions and be accountable/responsible for them.</p> <p>Experience of working in a fast paced environment with time bound KPI's</p> <p>Experience working within a scheduling or timetabling or planning environment desirable</p> <p>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</p>
<b>Your Knowledge</b>	Knowledge of planning/scheduling best practice
<b>Your Qualifications</b>	Educated to degree level
<b>What you'll bring to QA</b>	<p>Commitment to delivering excellent customer service</p> <p>An eye for detail</p> <p>Proactive approach to work</p> <p>Excellent communications skills</p>