



## **Scheduler Derby**

### **Our Company**

Network Plus is a leading utility and infrastructure service provider, operating across the UK.

Originally established in 2000, the company has grown significantly through the award of long-term contract frameworks with major utility organisations and infrastructure providers. With a current workforce of over 2,000, our services are delivered through an absolute focus on health and safety as well as market leading levels of service to both our clients and their customers.

Our Headquarters are based in Salford, near Manchester, and we operate from over 20 regional depot bases. We deliver services 24/7/365 in city centres as well as rural locations.

Our vision is to be the best service provider in the UK utilities and infrastructure sectors by safely constructing, maintaining and managing essential services at the lowest sustainable cost.

### **Our role**

As a Scheduler, you will be responsible for effectively planning and coordinating the Company's work through communication with internal and external customers, as well as the management of the business and client database systems.

### **Key Responsibilities**

You will take ownership of the workstreams, coordinating the work from receipt, through to job completion

You will schedule work orders in accordance with SLA's, whilst optimising travel routes and increasing productivity

You will provide customer service to both internal and external customers via telephone and webchat

You will maintain timely and accurate input and uploading of information into the works management systems, ensuring that all issues are recorded and escalated

You will ensure that all the client and operational requirements are met in a professional and efficient manner

You will ensure the highest level of customer service is achieved to both external and internal customers, providing excellent customer satisfaction every time

You will provide daily and weekly reports as required and to ensure that all service levels and objectives are achieved

You will provide a positive and innovative input into the team, through provision of solutions to problems and embracing change

You will ensure that safety issues are reported in line with Company procedures

### **Salary and Benefits**

We offer a competitive salary based on experience along with a full benefits package.

Network Plus is proud to be an Equal Opportunity Employer. We celebrate diversity and do not discriminate based on race, religion, colour, nationality, sex, sexual orientation, age, veteran status, disability status, or any other applicable characteristics protected by law.

We are Armed Forces-friendly. We welcome applications from ex-Armed Forces personnel, reservists, armed forces veterans, cadet instructors and military spouses/partners.

We understand that privacy and the security of your personal information is extremely important. By applying for this role, you agree to the terms of our privacy policy which you can find here - <https://networkplus.co.uk/privacy-and-cookie-policy>.