

Job Description

Business Area	Operations
Post Title	Scheduler (Hub)
Grade	5
Reports To	Hub and Program Manager (Network Occupancy Manager)
Date of Issue	August 2024

Job Purpose

Reporting into the Hub and Program Manager, the role will be responsible for the efficient planning, programming and permitting of reactive, planned and scheme works through the ICT systems, working with NYC Street Works Team, NYC Area Team and close liaison with the Operational Teams and sub contractors.

Main Duties and Responsibilities

1. Plan and programme work for the operational areas using Aurora and available reports to ensure maximum efficiency of the workforce striving to reduce travel time and increase productive working time.
2. Produce programmes and communicate them to NYHs and NYCC Area staff.
3. Understand work methodologies with a firm grasp of H&S and knowledge of the Traffic Management Act (TMA) and Street Works Requirements.
4. Maintain a thorough understanding of Highway Maintenance and associated activities and its impact on stakeholders.
5. Use of Aurora, PBI reports, Programmes, Schemes Portal to drive operations and keep accurate records
6. Close liaison with Supervisors and Contract Managers to ensure programme is current and correct.
7. Monitor programme performance to ensure works are delivered to programme and report when this is not the case.
8. Manage Street Works Permits
9. Communicate all related programme and resource requirements to works delivery teams.
10. Ensure operations are carried out in a commercially astute manner to achieve best value.
11. Work safely and promote a safe environment for all operations.
12. Establish good working relationships with all NYC and NYHs colleagues.
13. Communicate effectively with all operational staff on local/national issues which may affect operations.
14. Be able to manage fluctuating workloads in an efficient and timely manner.
15. Receive and manage emergency works instructed by NYC, including the use of vehicle tracking systems to select the appropriate gang to react to these works. Communicate back to the Area Team so they are aware, log onto the tracker to allow the management of equipment on the network.

16. Capture and feedback to NYH & NYC on the productivity of Operatives, ensuring supervisors are aware if minimum daily targets are not met.
17. Maintain an accurate list of required stock to undertake the current fluctuating work bank, to allow easy ordering of required materials – communicate with area & buying team staff.
18. Attend weekly GMU meetings with NYH and NYC to discuss performance, resource, priority/high profile jobs, customer satisfaction and health & safety.
19. Attend monthly Streetworks co-ordination meetings with NYC Permit team to discuss performance and the co-ordination of all works to be undertaken.
20. Understanding of operational staff processes and procedures including IT systems such as tablets to aid in training of new starters and refresher training and the point of contact for any on site issues.
21. Work in line with all NY Highways policies and procedures and be aware of the obligations for employees under these.
22. Behave according to the Employee Code of Conduct and be aware of employee responsibilities under the code.
23. Behave according to the Behaviours Framework.
24. Comply with health and safety policies, organisational statements and procedures, report any incidents / accidents / hazards and take a pro-active approach to health and safety matters in order to protect oneself and others.
25. Undertake any other duties of a similar nature that may be required from time-to-time.

Person Specification

Criteria No	Criteria Description	Essential (E)	Desirable (D)
Qualifications & Education			
	Traffic Management for Supervisor (or willing to work towards)		D
Knowledge & Experience			
	Previous proven experience in highways management and operations	E	
Skills			
	Prior technical knowledge of all road and construction jobs and relevant methodologies	E	
	Computer literate with a working knowledge of Microsoft Office and a willingness and ability to learn company systems	E	
	Strong communication skills (written & verbal)	E	
	Strong co-ordination organisation and administrative skills	E	
	An ability to give attention to detail and maintain accurate records	E	
	Respond to unplanned issues and react to replan and organise the plan of work	E	
Personal Attributes			
	Ability to work effectively as part of a team	E	
	Flexible approach to working time arrangements	E	
	Willing to undertake training relevant to the role	E	
Other Requirements			
	Full driving licence and use vehicle to allow travel to the depots	E	
	Strong organisational and administrative skills	E	

