



Creating great homes together

Role Profile

Position

Response Repairs Scheduling Manager

Reporting to

Senior Customer Care and Operations Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- A fast paced, adaptable and highly collaborative environment.
- First class training & support to learn new skills that will set you apart.
- Encouragement to try new approaches and new ways of getting things done.
- Working with talented and ambitious colleagues
- Being at the front end of a great customer experience.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Being passionate about customer experience and able to explain that to your team.
- Prioritising and multi-tasking
- Working at pace without compromising on quality
- Cool under pressure - role modelling what great customer experience looks like.

What you take care of

- Day to day management of the scheduling and operations team
- Manage the data and records for our response repairs team making sure its accurate and reliable
- Produce accurate performance data
- Ensure all customer contact is managed and responded too, ensuring customers get the best experience, right first time.

What you need to be successful

- Great customer service and people management skills.
- An ability to make quick decisions to fulfil customer need.
- Able to spot trends and work out what to do about them.
- Engaging communication style
- Able to work with others to deliver team targets & projects

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Approved: