



Interested in
joining **Sycous**?



Scheduling Coordinator

Company	Sycous Limited	Team	Delivery (Service Delivery)
Date Posted	October 2025	Mentor	Customer Service Team Leader
Start Date	ASAP	Role Type	Full Time/Permanent

Role Overview

Sycous provide innovative billing solutions for heat networks and district heating systems. On behalf of Heat Network Operators, we offer an end-to-end, market leading billing solution, maintenance and consumer service solution.

The purpose of this role is to deliver excellent customer service and scheduling support to our existing and new customers, including liaising with residents, engineers and others.

We are looking for someone who is proactive and reliable, someone who is driven to deliver exceptional levels of customer service whilst maintaining a high level of accuracy in everything they do, and someone who can show a creative approach to analysing and solving problems.



Key Responsibilities

Support our Sycous engineering and HIUService.co.uk customers by:

- Scheduling all reactive, planned and project work accurately to appropriate resource, paying attention to location, expertise, and response targets.
- Utilisation of training resources to ensure knowledge of JobWatch and other systems is maintained is kept up to date.
- Ensure stock requests are accurately added in a timely manner.
- Ensure all engineer absences are logged following company processes, in a timely manner and all jobs for absentee engineer are re-scheduled. This includes contacting residents to rearrange the appointment and informing clients where no contact has been established.
- Charge works undertaken utilising the provided systems.
- Creating quotes for Maintain works accurately, requesting support where required.
- Logging of complaints in line with company policies, seeking to offer a resolution at the earliest opportunity.
- Attend customer meetings as and when required, taking appropriate notes and feeding back to relevant teams.
- Creation and collation of reports, both scheduled and ad hoc.
- Providing quality assurance regarding completed works, including providing feedback or escalation within 1 working day.
- Communicating across the team to understand and highlight any process or process changes that may be required.
- Optimise the working times of engineer resources whose schedule you manage, focussing on customer service and maximisation of productivity.
- Monitoring engineer resource travel and other activities, responding to issues or concerns, or escalating, in line with company policies.
- Proactive in escalating issues with specific jobs, clients, or engineers to the relevant team or manager.
- Liaising with customers to provide excellent support whilst making appointments, carrying out works, or any concerns.
- Keeping our scheduling system up to date with accurate information. This includes:
 - Address Details
 - Engineer Skillsets
 - Job results
 - Job information
 - Engineer holiday and sickness
- Keeping our systems up to date with all asset and metering information following any works.
- Proactively providing first line support through phone, email, live chat and any other communication channels.
- Maximise the level of feedback received, through internal and external feedback prompts.

Continuously improve and uphold our excellent level of customer service by:



- Work collaboratively and proactively with the Sycous team to ensure timely and accurate resolution of queries and to update on progress.
- Adhering to internal SOPs, whilst providing suggestions for improvement where you find they are required.
- Dealing with communications in a professional and prompt manner.
- Reporting any training needs to your line manager.

Working Pattern: Opening hours are Monday to Friday 08:00 – 18:00 and Saturday 08:00 – 16:00. Your two-weekly shift pattern will be fixed on full time hours across these opening hours.

Competencies

- Excellent customer service.
- Attention to detail.
- Excellent communication, both verbal and written.
- Ability to work well in a team.
- Basic mathematical skills
- Task organisation
- Task and time management
- Computer literate including Microsoft Word and Excel
- Resolution focused
- Reliable
- Problem-solving abilities

Desirable

- Remote technical support
- Utilities experience
- Zendesk experience
- Previous experience in scheduling and management of diaries
- SaaS support experience

Future Progression

Future progression is available as the company grows or within other teams. Within the team, you could progress to become a senior member, providing guidance and training to your peers and to new starters in the business. This will see you take on more responsibility and reporting duties. We will frequently review your progress in your Performance and Contribution reviews to identify what your ideal progression path is, and how we can help you to achieve it.

Remuneration

Band: SH1, Health Insurance, Pension Contribution, Health Cash Plan, Referral Program



Location

Reporting office: Leeds.

Based: Leeds. Travel may be required for training, or meeting with customers.

Working Pattern: Fixed shift pattern across opening hours of Monday to

About Sycous

We are experts in supporting energy network operators with open protocol metering hardware, software, and services.

We have industry leading knowledge and expertise in open protocol metering and data collection equipment, a skilled team of engineers for installation and maintenance, and an unrivalled customer service team for client and consumer support.

We are also the developers of the UK's first cloud based, remote data collection administration software for use in the district heating and communal energy market.

We believe in a sustainable future with transparent and accessible data at the heart of it.

We champion both innovation and education, to help drive positive change in the world of metering and billing and help keep costs as low as possible for consumers.

