

teamtalk

Workflow’s Scheduling & Dispatch team has just celebrated its first anniversary and we take a look at this new team, how it came to be, what it does, the team structure, achievements to date and the vision for Scheduling & Dispatch in Uisce Éireann’s future.

What is Scheduling & Dispatch?

Scheduling & Dispatch is a critical support function for Uisce Éireann. It is responsible for the managing and co-ordination of work scheduling, resource management and field dispatch to fulfil work completion targets. Currently, nationwide, there are approximately 220 people involved in scheduling in an average month. This is carried out (for the most part) as just another task within a person’s wider role. It is carried out at various levels (admin., technical, etc.), and in a wide variety of formats. Recognising, standardising and formalising the role nationwide will bring massive supports and benefits to field crews, supervisors and their day to day activities.

The new Scheduling & Dispatch Co-Ordinators will have a wide remit.

They will have a defined role and career path structure and will be part of a regional scheduling team, with local responsibility. Their responsibilities will include dispatching work to the field. They will also look at the wider picture of crew availability and resources, they will manage the open workbook in its entirety, thus providing a more uniform service offering throughout the country and ensuring statutory, preventative and planned work gets done in line with the schedule.

Who is Scheduling & Dispatch?

The Scheduling & Dispatch Manager heads up the team, together with eight leads, two Leads per region.

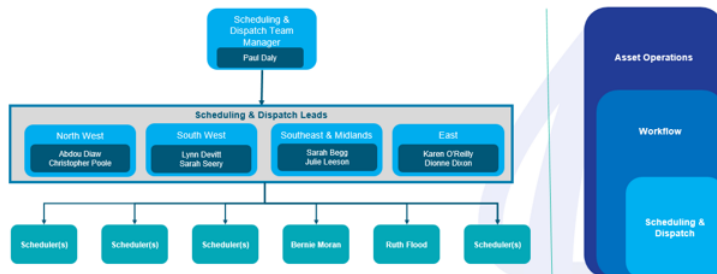
South East Midlands: Julie Leeson & Sarah Begg

North West: Chris Poole & Abdou Diaw

South West: Lynn Devitt & Sarah Seery

East: Karen O’Reilly & Dionne Dixon

There are currently two Uisce Éireann Co-Ordinators in place, Bernie Moran in the South East Midlands and Ruth Flood in the East, with seven more currently being drawn from panels to join the team. There will be lots of room to join this young and vibrant team and we dearly hope that people currently involved in this activity within the Local Authorities will consider joining us as we formalize and expand the roles over the coming years.



Our first Uisce Éireann Co-Ordinator, Bernie Moran, joined Uisce Éireann in 2022. Bernie began working in the Initiation & Bundling team in Workflow, before moving to the Scheduling & Dispatch team in 2023 as a Regional Co-Ordinator, with primary responsibility for Laois. Bernie manages the schedule-to-dispatch process for work orders generated in Maximo, also using Click, the scheduling system, to produce the schedule of activities for operations, maintenance and repair work, as well as repetitive capital delivery work delivered by contractors. She has already

established an excellent working relationship with our Laois Local Authority Colleagues and they work together to provide the highest standard of service to our customers.

In her spare time, apart from taxiing her children to their activities and social life, Bernie sings in a band (look out Electric Picnic!). She is also a member of the Order of Malta for the last 33 years, (yes that makes her very old!). She loves volunteering on a local level within the community like bringing the old folks to mass on a Sunday morning in Drimnagh.



One of our East Region Leads, Karen O'Reilly, joined Uisce Éireann in 2017. Karen started her Uisce Éireann journey in Business Change where she held several roles including Change Manager (East and North West Regions). Karen worked on numerous projects during her time in Business Change, including Mywork HR/Payroll implementation, Mobile Improvement Programme, R&M Framework, CDS, EIMS environmental system implementation, to name a few. Karen has vast experience working with internal stakeholders in Uisce Éireann and in particular with our Local Authority Colleagues nationwide.

Karen's previous experience includes roles in the FMCG (fast moving consumer goods), and engineering industries and her current role brings her back to operations, where she says she is looking forward to seeing the future expansion of the Scheduling & Dispatch team and how the team will play a crucial role in continuing to deliver the best service to our customers, to make a difference in our communities.

Coming from a large family and with a wide circle of friends, Karen enjoys all the social events associated with these groups, especially the extremely competitive board games nights where everyone's real personalities come into play and where they take no prisoners!!