

JOB DESCRIPTION

JOB TITLE:	Planner
GRADE:	7 (SCP 7 – 9)
REPORTING TO:	Planning and Property Experience Lead
RESPONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

To ensure that believe Property Repairs Planning Team delivers a flagship service that is great, consistent and modern to both internal and external stakeholders. Providing a high performing planning function for customers and team members and effectively using resources to maximise productivity and deliver a right first-time service whilst bringing to life the vision and values of the organisation.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

DELIVERY

1. Work closely with Managers, Team Leads, Co-ordinators and Operatives within the Property Repairs Team (Repairs, Voids, Gas, Electrical and Infrastructure) to provide a high-quality planning function.
2. Work collaboratively across the organisation with Customer Services, Neighbourhoods and Asset teams to provide a consistent and joint approach, including continuous improvement of service delivery.
3. Ensure Property Repairs policies, procedures and timescales relating to the scheduling of work are followed and challenge where these are not being adhered to.
4. Schedule and allocate resources to maximise productivity and performance, including daily monitoring of works in and out of target, liaising with customers and team members to ensure works are completed appropriately & accurately.
5. Responsible for problem solving and prioritisation of work whilst balancing customer need, risk, availability of resources.
6. Ensure the customer is at the heart of decision making and all enquiries are dealt with during, or immediately following, the first contact with the customer. Communications to be processed within agreed organisational timescales and the Data Protection Act.

7. Respond to unexpected operational changes by redirecting resources or amending appointments, in consultation with appropriate team members.
8. Responsible for updating and maintaining detailed records of works completed including the scheduling and housing operating systems, compliance programmes, repairs activities and other specialist functions.
9. Assist the Scheduling Team Leader in reviewing/developing new operational procedures that will enhance customer experience to ensure efficient ways of working.
10. Responsible for adhering to company policies and procedures including the organisations H&S Policy.
11. Do the right thing for Our People, Our Business and Our Customers.

PERFORMANCE MEASURES

- Operational KPIs
- Customer Satisfaction targets
- Compliance with legislative and regulatory standards
- Adherence of the H&S Policy
- Delivery of team projects
- Demonstrating corporate values, attitudes and behaviours

Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

Experience, Skills and Qualifications

- Demonstratable experience in customer service skills and delivering front line services to customers in a challenging operational environment
- Demonstrate a thorough understanding and track record of managing the pressures of conflicting priorities within a Property Repairs team
- Effective use of repairs ICT as well as other IT and media as appropriate
- Able to prioritise to achieve realistic targets, costs and time deadlines
- Demonstrates excellent communication skills including face to face, telephone, and written
- Understand the work of Property Repairs and the remits of different departments
- Demonstrates continuous development in a customer driven service
- Collaboratively working with internal stakeholders i.e. neighbourhoods, asset, customer services to work together to deliver successful outcomes
- Build relationships with managers and employees at all levels
- Considers the impact of business decisions on the Property Repairs Team and wider organisation at all times
- Proven ability to analyse and solve problems
- Flexible and adaptable to the diverse needs of the organisation
- Good understanding of the organisations policies and procedures.
- Good understanding of value for money principles.