

Job Description

Work Planner

RESPONSIBLE TO: Head of Repairs

JOB PURPOSE:

To manage and monitor all repairs appointments/emergencies using predominantly Xbrace DRS, Capita housing and TOTAL mobile software packages to maximise the resources availability and efficiency whilst ensuring that service targets are met.

‘WHAT’ – you do!

- To efficiently align resources to the DRS Diaries to ensure appointments and operative availability.
- To respond to telephone calls and electronic status updates and to pursue and resolve any complaints received.
- To liaise with relevant Managers to ensure resources are diverted as and when circumstances change (e.g. where there is surplus or a shortfall) and to take the necessary corrective action.
- To undertake all general system administration activities related to DRS which includes resource profile management, absence reporting and system archive producing reports for Management when required.
- To ensure the completion of all repair jobs scheduled via DRS within the Key Performance Indicator targets.
- To assess the most efficient and cost effective resources required to meet appointments within target, whether they are internal/external.
- To always work in a “safe” way ensuring compliance with legislation, regulatory requirements, best practice and continuous improvement.

‘HOW’ – you do it!

We deliver the above by displaying the following example behaviours:

- Treating everyone with respect, being courteous and sincere
- Helping colleagues to deal with and complete difficult situations so we all do a great job
- Taking responsibility, making decisions and having a positive attitude and approach to work
- Meet promises given to customers to deliver high performance
- Actively listen to customers in order to manage their expectations effectively
- Put forward ideas where you can see a positive improvement can be made

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
Behaviour - HOW		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Experience – WHAT		
Experience of dealing effectively with complaints on the telephone, face to face and in writing	E	I/A
Experience within a Social Housing Environment	D	I/A
General understanding and knowledge of repairs and maintenance sector and the service delivery requirements	D	I/A
Experience of working within a busy operational environment	E	I/A
Skills/Abilities/Competence – WHAT		
Planning and Organising Skills	E	I/S
IT Skills (Microsoft, IBS & Opti-time)	E	I
Problem Solving Skills	E	I
Ability to extract information and produce reports	E	I
Customer Focused	E	I
Work under Pressure	E	I
Team Player	E	I
Ability to apply the concepts of Partnership and Best Value	E	I

METHOD OF ASSESSMENT

- A** Application form
- I** Interview
- S** Skills Test
- C** Production of Certificates

