

ROLE PROFILE

Role Title:	Resource planner
Department:	Property care
Role Purpose:	To manage the work schedule of Property Care resources to ensure that repairs are completed ‘Right First Time’ while ensuring that all planning and administrative procedures are being undertaken in total compliance with team operating instructions, in a timely and accurate manner. Working with the operations team, you will ensure the efficient and effective delivery of works by the trade’s teams by delivering an excellent customer service. You will be involved in a range of different activities including assisting our customers, dealing with our own trades staff and contractors, liaising with supervisors and updating the various computer systems.
Reporting to:	Planning supervisor
Responsible for:	Planning of operatives
Disclosure level:	Standard
Role Level:	Detail the Behaviours & Standards level that this this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<p>Responsive Repairs</p> <p>To schedule appointments with a suitably qualified operative using available technology and reporting tools to ensure they meets their business objectives (attend all repairs appointments within the time slot agreed with residents).</p> <p>To undertake such follow up work as required on behalf of the operative by procedure or instruction to ensure a satisfactory conclusion to the appointment.</p> <p>Be dedicated to ensuring that Midland Heart customers receive an excellent standard of service.</p> <p>To supervise or personally contact customers to discuss and resolve repairs issues and to escalate these issues to the relevant work supervisors as required.</p> <p>To receive and resolve all calls from operatives including variation requests, requests for additional jobs, etc.</p>
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	<p>To undertake operative admin tasks (when volumes demand) including ordering parts, Sub Contractors etc.</p> <p>To assist in answering complex queries from Contact Centre staff and provide repairs knowledge and guidance to assist them to correctly diagnose repairs reported by residents and log the correct SOR/Fault codes.</p> <p>Undertake data entry tasks as required.</p> <p>To work diligently towards achieving service KPIs, qualitative and quantitative performance targets.</p> <p>To ensure that service standards are adhered to and consistently delivered across all work streams.</p> <p>To assist with the introduction of new ways of working that will improve the service to residents and improve business efficiency.</p> <p>To assist in monitoring and reporting on operative performance in terms of missed appointments, customer satisfaction levels, follow-ons etc.</p> <p>Escalate issues to Technical Maintenance Surveyors.</p> <p>Identify resource issues and liaise with Technical Maintenance Surveyors or Property Care Managers to agree solutions.</p> <p>Proactively Identify and remedy potential missed appointments.</p> <p>Schedule/Re-schedule resources as required.</p> <p>Investigate areas below target and agree actions with team to bring back inline.</p> <p>Preventing jobs going overdue - target - zero tolerance.</p> <p>Minimising down-time by maximising productivity.</p> <p>Minimise travel within Team - target 15-20 miles per day per operative.</p> <p>Voids Monitor constantly ensuring efficient use of resources to meet turnaround within set timescales.</p> <p>Identify and maximize potential to complete ahead of target dates.</p> <p>Decide upon action to require to change or reallocate resources to achieve maximum efficiencies.</p>	
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	<p>Identify causes of problems and decide appropriate actions to maintain KPI turnaround times.</p> <p>Working with Supervisors and surveyors to monitor void progress and utilise resources to meet KPI turnaround times.</p> <p>General</p> <p>To proactively manage diaries for available resources to maximise productivity of the Property Care team, leading to enhanced value for money in repair service delivery.</p> <p>To proactively monitor live use of vehicles and feedback comparisons of vehicle activity against completions and productivity recorded to provide the accountability of vehicle use and efficiency.</p> <p>Undertake any other duties within the scope of the post, as directed by the senior managers and any other duties as required by the Property Care Management.</p> <p>The post-holder will be expected to take a flexible approach to all duties and to assist in covering for all aspects of work throughout the repairs service as required in order to deliver an efficient and effective service.</p> <p>Meeting and exceeding individual objectives as agreed in regular 121 meetings.</p> <p>Be flexible in working patterns to meet the variable demands of customers and the team.</p> <p>Be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties commensurate with this position for Customers, Midland Heart and Contractors.</p> <p>Represent Midland Heart internally and externally positively and professionally.</p> <p>Apply, promote and implement Midland Heart's Equalities & Diversity Policies and Code of Conduct.</p> <p>Undertake any other duties commensurate with this post, as directed by management.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Health & Safety Policy.</p>	
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<p>Education, Qualifications and Training</p>	<p>Ability to demonstrate a level of numeracy and literacy to the equivalent of GCSE Grade C in English and Maths.</p>
<p>Knowledge and Experience</p>	<p>Technical knowledge associated with domestic Repairs & Maintenance. Information Technology - experience of repair contractor and mobile solutions and experience of repair scheduling systems (DRS). Practical experience of Microsoft Office and other applications. Evidence of excellent customer focus. Experience of working within a similar Repairs operation. Knowledge Possess intermediate building maintenance knowledge. Knowledge of housing management functions - Voids and lettings would be advantageous. Have knowledge of repairs related computer packages including Microsoft office and other bespoke systems.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Committed and passionate for delivering excellent customer service 'right first time'. Embraces, and actively promotes change. Reacts positively and calmly in stressful situations. Understanding of and commitment to the principles of equality and diversity.</p>