



# JOB PROFILE FOR:

## Work Planner

<b>Service Area:</b>	Customer Services
<b>Team:</b>	Planning
<b>Grade:</b>	5
<b>Hours of Duty:</b>	18.07 and 36.25 hours per week in accordance with the RBH's Worklife Balance Scheme and service requirements.
<b>Special requirements:</b>	The post holder may be required to work in other service areas based on the needs of the service.
<b>Workflow &amp; Project Information:</b>	Generally 95% office based, with occasional visits to other sites/ meetings/ events
<b>Job Purpose &amp; Outcomes:</b>	To play an active part in maximising the productivity of the Responsive and Empty Homes resources using the dynamic scheduling solution. Ensure that the work is planned effectively, ensuring productivity targets are met and high standards of customer service are delivered and maintained to RBH customers.

**How this post fits within the team:**





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### Main areas of work:

- Ensure efficient allocation of work, including long and short term planning, to optimise the use of team resources.
- Take responsibility for meeting performance and service delivery targets.
- Monitor incoming work and repairs service to ensure optimum productivity levels and report on any performance issues.
- Play a pivotal role maximising productivity throughout the repair service by ensuring IT systems are used effectively.
- Provide guidance and training to repair team members and assist with queries and provide information to deliver the planning service in a customer focused manner.
- Extracting, analysing and monitoring performance management information. With the aim of making service improvement recommendations to repair team members
- Be a point of contact for customers to assist in complaints handling relating to on-site works and provide guidance on relevant RBH policies.
- Provide effective management and delivery of the defined general administrative duties to support the deliver of a customer focused repairs service.



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### Competencies:

There are 7 Technical competencies, 7 Personal competencies and 7 Organisational competencies for this role. In your covering letter, you should state if you hold any of the stipulated qualification(s) and demonstrate how you meet Technical and Personal competencies by giving examples from your current/previous role(s) or experience in your application form.

**Your information should not exceed 2 sides of A4 pieces of paper, with no smaller than font size 11.**

**You are NOT required to provide examples against Organisational competencies as these will be assessed as part of the selection process.**

### Qualifications:

Must have: N/A

### Technical competencies (knowledge and skills):

Must have:

1. Microsoft word and outlook skills with experience of using the full range of Microsoft Office products and IT databases with the ability to produce documents and spreadsheets to an accurate standard
2. Experience in using a dynamic scheduling systems
3. Ability to deal with challenging situations whilst working in a fast paced customer focused environment.
4. Ability to analyse, prepare and present information in a range of formats
5. Experience of working in a housing maintenance or similar environment
6. An ability to build and maintain strong effective relationships with colleagues, customers and partners



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Good to have:

7. Experience of working with mobile IT systems

### **Personal competencies:**

Must have:

1. Fluent speaking English as this is a customer facing role
2. Be able to work as part of a team and be willing to be flexible and work in other front line customer service teams
3. Ability to keep calm and professional and demonstrate personal resilience
4. Experience in dealing with people over the telephone or in person
5. Knowledge and understanding of relevant health & safety legislation
6. Confidence and ability to assess situations and make appropriate decisions
7. Awareness and empathy of the social issues that might impact upon RBH customers



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### Organisational competencies:

- Customer Focus – has the commitment to putting customers first and ability to deliver a consistently high quality service
- Communicating & Influencing – the ability to communicate spoken and written information clearly and effectively in a variety of formats with a diverse range of people. Takes account of their views and uses influence where necessary for a productive outcome.
- Working Efficiently and Effectively – ensures own targets are completed. Delivering quality services which offer value for money within agreed timeframes. Being creative and practical in developing new ways of working to improve services for customers and partners
- Team Working – Uses interpersonal skills to work co-operatively with colleagues, internal and external partners, working pro-actively across cultures and organisational boundaries, sharing information, new knowledge, innovation and ideas
- Embracing Change – the ability to plan for, adapt to and work with a variety of situations, individuals and groups. It is having a positive attitude to change and the ability to identify opportunities to improve performance
- Respect – the recognition and valuing of difference in the broadest sense. It is about creating a working culture and practices that recognise, respect, value and harness diversity for the benefit of the organisation and all individuals
- Commitment to the Organisation – the ability to demonstrate understanding of and commitment to the organisation and the services it provides for our communities. It is about working with consistency, integrity, accountability and demonstrating this by being positive and professional at all times

Date created: 18/2/2014 Author: Maz Macys

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