

## Job Title: Repairs Planner (Home Repairs Service)

### Responsible to: Repairs Planning Team Leader

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#### The Role:

- We are seeking a motivated and experienced individual to join our Home Repairs Service as a planner/scheduler.
- This role provides planning and scheduling services to all workstreams within the HRS including Repairs and Empty Homes, ensuring that our customers receive a great customer experience.
- This is a critical role ensuring that we complete repairs on time, within budget, to a high standard and where possible on the first visit.
- You will schedule works to make best use of our resources, maximising productivity, and performance to achieve our customer focused targets including right first time.

#### The Key Activities:

- Work within the policies, criteria and timescales adopted by the organisation relating the scheduling of work (i.e. timescales for repairs, servicing, void turn-around, material distribution), as well as other Customer Promises for which the Home Repairs Service is responsible.
- Schedule and allocate resources to maximise productivity and performance, including daily monitoring of works in and out of target, liaising with customers and staff to ensure works are completed appropriately and that excellent service is provided.
- Respond to unexpected operational changes by redirecting resources or amending appointments, in consultation with the appropriate technical/trade supervisory staff keeping the customer informed.
- Ensure enquiries are dealt with during, or immediately following, the first contact with the customer.
- Responsible for the production and maintenance of detailed records of works completed, whether manual or electronic, for example scheduling system, compliance testing and maintenance activities for Gas, Electrical and other specialist function, and where appropriate, ensuring that information is transferred to other business streams.
- Monitor, report, and advise on the performance of functions for which you are responsible, identifying opportunities for improvement.
- Assist the Planning Team Leader in reviewing/developing new operational procedures that will enhance our customers' experience.
- Liaise with service managers/supervisors, contact and housing teams ensuring the service runs smoothly.
- Other ad-hoc administrative tasks, such as raising Purchase Orders.

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### What do you need to do the role?

- Be a confident, and customer-focused individual, who can bring their AGame to the Home Repairs Service.
- Demonstrate how you have ensured customers repairs are completed right first time and to a high standard.
- You should want to succeed and be passionate about delivering a service that is efficient and where possible right first time so that our customers have the best possible experience.\*
- You will need to understand a variety of systems and be able to understand and produce data to support compliance monitoring and measure Alliances performance against external benchmarks.\*
- A desire to ensure that our customers are at the forefront of decisions we make each day.
- Understand how to plan an operative's working day so that they can complete as many jobs as possible.

### It would be great if you also had:

- Demonstrable customer service skills in a front-line role (face to face or telephony).
- Able to prioritise to achieve realistic targets, costs and time deadlines.
- Experience of work planning/scheduling processes and requirements.
- Excellent communication skills, both verbal and written, including influencing and negotiating skills.
- Ability to build relationships with managers and employees at all levels, along with other stakeholders external to the business including customers.
- Good understanding of the work of the Home Repairs Service.
- Can assist in the development of a customer driven service and a desire for continuous improvement.
- Proven ability to analyse and solve problems
- Good understanding of the Group's business activities with such as the Financial, People, IT, Governance, Health & Safety, Environmental and Equality & Diversity requirements.

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### Acknowledgment:

Your manager will agree specific objectives with you, and your performance against those objectives will be reviewed on a regular basis.

**Name:**

**Signature:**

**Date:**