

## ROLE PROFILE

<b>Role Title:</b>	Resource Planner
<b>Department:</b>	Property care
<b>Role Purpose:</b>	To manage the work schedule of Property Care resources to ensure that repairs are completed 'Right First Time', whilst 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.
<b>Reporting to:</b>	Planning Supervisor
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	Standard
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<p><b>Responsive Repairs</b></p> <ul style="list-style-type: none"> <li>• 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).</li> <li>• 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.</li> <li>• Contacting customers to discuss and resolve repairs issues and to escalate these issues to the relevant work supervisors as required.</li> <li>• To receive and resolve all calls from operatives including variation requests, requests for additional jobs, etc.</li> <li>• 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.</li> </ul>
----------------------------------	---

	<ul style="list-style-type: none"> <li>• To work diligently towards achieving service KPIs, qualitative and quantitative performance targets, ensuring service standards are adhered to and consistently delivered across all work streams.</li> <li>• To assist with the introduction of new ways of working that will improve the service to residents and improve business efficiency.</li> <li>• To assist in monitoring and reporting on operative performance in terms of missed appointments, customer satisfaction levels, follow-ons etc. Liaising with relevant managers and service areas to address issues when required.</li> <li>• Identify resource issues and liaise with Technical Maintenance Surveyors or Property Care Managers to agree solutions.</li> <li>• Proactively identify and remedy potential missed appointments, scheduling/re-schedule resources as required.</li> </ul> <p><b>Voids</b></p> <ul style="list-style-type: none"> <li>• Monitor constantly ensuring efficient use of resources to meet turnaround within set timescales.</li> <li>• Decide upon action to require to change or reallocate resources to achieve maximum efficiencies.</li> </ul> <p><b>General across Repairs &amp; Voids</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Meeting and exceeding individual objectives as agreed in regular 121 meetings.</li> <li>• 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.</li> <li>• Represent Midland Heart internally and externally positively and professionally.</li> </ul>
--	---

	<ul style="list-style-type: none"> <li>• Apply, promote and implement Midland Heart's Equalities &amp; Diversity Policies and Code of Conduct.</li> <li>• 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.</li> </ul>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate a level of numeracy and literacy to the equivalent of GCSE Grade C in English and Maths.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Technical knowledge associated with domestic Repairs &amp; Maintenance.</li> <li>• Information Technology – experience of repair contractor and mobile solutions and experience of repair scheduling systems (DRS).</li> <li>• Practical experience of Microsoft Office and other applications.</li> <li>• Experience of working within a similar Repairs operation.</li> <li>• Knowledge of housing management functions – Voids and lettings would be advantageous.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Committed and passionate for delivering excellent customer service 'right first time'.</li> <li>• Embraces, and actively promotes change.</li> <li>• Reacts positively and calmly in stressful situations.</li> <li>• Understanding of and commitment to the principles of equality and diversity.</li> <li>• Dedication to ensuring that Midland Heart customers receive an excellent standard of service.</li> <li>• 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.</li> <li>• Be flexible in working patterns to meet the variable demands of customers and the team.</li> </ul>