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**Job Description**

**Post Title: Planner**

**Post Number:**

**Reporting to: Planning Team Leader & Business Development & Efficiency Manager**

**Location: Dalling Road, Poole BH12 1DJ**

**Hours: 39 hours per week**

**Salary: £27,706 per annum, dependent on experience**

**If you currently do not have the necessary experience with scheduling, but have general administrative and business support experience and you are willing to be trained for a Planning role, we can offer a trainee Planner position, salary negotiable.**

## 1. Job Purpose & Objectives

Be part of the division’s Building Maintenance Department with responsibility primarily for planning the working day of trades operatives via the mobile working system.

Liaise with tenants and other clients of Building Maintenance as required in order to provide excellent customer service and ensure work is done efficiently, professionally and fixed first time.

The role will involve using multiple software applications and Microsoft Office, including Excel so good IT skills are essential although training will be provided.

This role will involve over the telephone and email communication with operatives, trade managers and internal and external clients.

## Undertake any other duties as prescribed by the Business Development & Efficiency Manager.

## 2. Main Duties & Responsibilities

Plan working days of Building Maintenance operatives as directed by the Business Development & Efficiency Manager and Trade Managers using the DRS work scheduling system.

Ensure that government targets relating to Right to Repairs, appointment times and target dates are met. Prioritise workloads according to severity of the problem, capacity and client availability. Ensure that engineers have sufficient jobs booked on to their diaries but that there is the capacity to deal with urgent repairs. Wherever possible ensure there is enough flexibility to allow more time to complete work on first visit.

Consider safety aspects when booking work including 2 to attends, working at height, asbestos, lone working and manual handling. Get clarification from Planning Supervisor, Trade Managers and Health and Safety Manager to ensure operatives can work safely.

Track efficiency and highlight any problems to the relevant trade’s supervisors. Plan ahead and manage diaries in real time. Monitor service provided and Key Performance Indicators for trade and where service can be improved bring to the attention of the Business Development & Efficiency Manager & Trade Managers. Ensure that down time is kept to a minimum through efficient planning of jobs and follow on works.

Monitor complete on first visit statistics and work towards their improvement.

Constantly look to improve service provided by improving completion times, decreasing travel and other down times and decreasing the number of re-calls.

Work towards the successful implementation of any changes in organisation or technology as required by the Business Development & Efficiency Manager.

Liaise with operatives as required to book in work, resolve problems and organisational issues and book follow on work. Liaise with trades’ supervisors to resolve any problems and highlight any training or other issues that might arise. Liaise with surveyors, tenants, leaseholders, and other clients of Building Maintenance to ensure that work is booked in promptly and at a convenient time.

Ensure that complex jobs are properly followed on and seen through to a successful completion.

Ensure excellent customer service and a close-knit team by communicating effectively with clients, trade managers, operatives and other members of the Building Maintenance Team.

Ability to work in the office and remotely on MS Teams via personal WI-FI, as prescribed by the Planning Supervisor & Business Development & Efficiency Manager.

Undertake any other duties as prescribed by the Business Development & Efficiency Manager.

## 3. Supervisory / Managerial responsibility

Not applicable

## 4. Communication/Contacts

Daily communication with operatives as required booking in work, resolving problems and organisational issues and book follow on work.

Daily communication with Planning Supervisor and trades’ managers to resolve any problems and highlight any training or other issues that might arise.

Communication as required with surveyors, tenants, leaseholders, and other clients of Building Maintenance to ensure that work is booked in promptly and at a convenient time.

Daily communication with clients and other members of the service.

## 5. Career Path linked to this post

Potential growth and career development opportunities are available

## 6. Additional Information

Planners will be expected to undertake job specific training as and when required

Understand and comply with the provisions of the Data Protection Act 2018 and the Equality Act 2010.

Have good command of English and Maths and be able to demonstrate a good level of competence with use of IT systems

*The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the BBML Directors or nominated representative (in consultation with the postholder) to reflect the changing work composition of the business.*

*This is an outline job description only and the post holder will be expected to undertake the duties commensurate within the range and grade of the post or any lesser duties as directed by the BBML Director responsible for safety*