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| Role title | Work Planner – Direct Maintenance | Date | July 23 |
| Reports to Title | Operational Support Team Leader | Version | 2 |
| **DBS Disclosure Required:** | **No** |
| **Role Persona** | **Agile**  |
| **Responsibility for End Results** |
| **Purpose:** To manage the daily workload of the Direct Maintenance Technicians with a view to maximise the efficiency of the Reactive Repairs & Maintenance service and provide key management information to facilitate accurate forecasts and the planning of activities to internal stakeholders using the appropriate information systems. Assist in the delivery of a right first-time service, ensure Technicians have sufficient time on site to deliver a first-time fix. Maintain customer focus and contribute to delivering the highest level of service possible.  |
| Key Responsibilities / Deliverables: |
| **Main Accountabilities:** List in order of priority, the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  | ***Time******(%)*** |
| To support the Management Team in the provision of data and statistical analysis in relation to workforce management forecasts and planning activities, in order that L&Q Direct Maintenance is able to respond to Repair & Maintenance enquires in accordance with pre-defined Key Performance Indicators (KPIs) and quality standards; whilst ensuring that their own performance contributes towards the wider team objectives and KPIs. | 15% |
| To manage the planned workload and emergency repair requirements of the Direct Maintenance Technicians, planning and scheduling repairs in advance using a bespoke IT system in order to fully utilise the resources available and maximise the efficiency of the reactive Repairs & Maintenance service. Promote the Operative Optimisation project working collaboratively with Supervisors daily to carry out effective diary management and amendments, reviewing appointment lead times vs repair demand, identifying any sector system changes required to maximise productivity. Manage the use of subcontractors, minimise spend to control budgets within DM. Monitors scheduling queues, manage previous and next day reviews and ensure appointments are made in a timely manner to improve service delivery.  | 40% |
| Monitor technician status alerts, maintain communication with Technicians and customers and provide updates on work status. Ensure sufficient Technician resource has been allocated to a job. Ensure work is in correct status at the beginning and close of business. Liaise with technical performance team and IT regarding system issues to ensure smooth running of operations.  | 15% |
| Monitor and manage all open orders non-appointed orders through to completion to reduce repair end to end times, improve customer communication and profit on repairs carried out | 10% |
| Monitor Technician Annual Leave, Sickness and Absence, Planned Training, updating Supervisors and system information. Monitor staffing levels and ensure even coverage across Neighbourhoods, monitor the impact across the business and ensure the service delivery is not compromised. | 5% |
| To work collaboratively with all areas of the business, provide the highest levels of customer service, training and support. Cross train DM teams on scheduling and processes. Attend internal and external meeting.  | 5% |
| Maintain excellent relationships with key stakeholders and partners promoting and representing L&Q particularly with the neighbourhood teams, building services, contractors, managing agents to ensure standards of service and the reputation of L&Q is always maintained. Monitor customer complaints through to resolution, providing thorough updated and clear communication | 5% |
| Maintain the necessary relevant Trust records and systems by entering accurate data into all systems and communicating changes where required. Manage risks associated with areas under the jobholder’s control. | 5% |

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| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities |
| **Knowledge, Skills and Abilities** |
| Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications.  |
|  1. Demonstrable knowledge/experience of a workforce management and/or telephony systems in a fast paced, customer facing environment – **Essential** Experience in theHousing Sector/Repairs & Maintenance or similar environment – **Essential**  |
|  2. An understanding of Service Level dynamics, resource implications and performance indicators – **Essential**  |
|  3. Able to demonstrate analytical skills - **Essential** |
|  4. Effective written and verbal communications skills – **Essential** and an ability to produce detailed and accurate reports and forecasts - **Essential.** |
|  5. Effective organisational skills- **Essential** |
|  6. An ability to deliver excellent customer service. – **Essential** |
|  7. Intermediate level computer skill (e.g. Microsoft Office Word, Excel, use of a dynamic scheduling system) – **Essential**  |
| L&Q Values |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| People |
| We care about the happiness and wellbeing of our customers and employees |
| Passion |
| We approach everything with energy, drive, determination and enthusiasm  |
| Inclusion |
| We draw strength from our differences and work collaboratively |
| Responsibility |
| We own problems and deliver effective, lasting solutions  |
| Impact |
| We measure what we do by the difference we make  |
| Other  |
| Commit to supporting L&Q’s environmental policy and social missionI will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks |