

Job Description

Post title	Repairs Planner	Grade	D
Department	Housing Operations	Post ref	AHA7050

Overall job purpose

Responsible for the daily planning and scheduling of repairs and maintenance work via a Dynamic Resource Scheduler and to maximise the efficiency of the repairs and maintenance teams by the organisation of Trade Operatives and Sub-contractors to deliver an effective housing repairs and maintenance service.

To be a direct link between the Repairs Call Handling Centre and Trade employees to ensure works orders are completed in accordance with the Repairs Priority Guidelines in an efficient and effective manner.

Reporting relationships

Reports to: Repairs Systems & Components Co-ordinator

Responsible for: N/A

Key tasks and responsibilities – post specific

To utilise a dynamic scheduling system to schedule work activities by maximising the use of in-house Trade Operatives and external Sub-contractors to meet the requirements of the Housing Repairs and Maintenance Sections.

To ensure the effective distribution and completion of repairs throughout the District ensuring compliance with the Repairs Priority Guidelines.

To assist in the receiving of calls via the Repairs Call Handling Centre and subsequent diagnosis of a repair request and the raising of an appropriate works order.

To liaise between the Repairs Call Handling Centre, Trade Operatives, Sub-contractors / Partners and Suppliers to ensure the efficient undertaking of repairs and maintenance activities and in the resolution of any customer enquires in relation to the completion of a repair.

To make the necessary arrangements for relevant building materials to be delivered to site to coincide with scheduled repairs and maintenance activities.

Assist in the resolution and / or investigation of complaints associated with repairs and maintenance activities.

To anticipate and foresee any operational issues associated with the completion of daily repairs activities and to suggest solutions to any identified situations.

Initiate and deal with telephone enquiries regarding repairs from Tenants, the Public, Elected Members, Contractors, Police, etc. and diagnose and prioritise repairs from the information received.

To monitor a range of KPIs across the service and to ensure that associated targets are met.

Monitor, update and extract data from computerised systems on the performance of the Section and to produce performance information as required.

Provide general administrative support and to assist in year-end activities.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where

applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.
Work effectively with all departments of the Council to ensure the delivery of quality services.

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<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i>			
Employee signature:		Date:	