

Person Specification

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

Competencies

Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.

Competency framework relevant to the post:	Employee Assessment
Delivering value for money and quality services	Interview
Communication	Interview
Team working	Interview

Skills	Essential / Desirable	Assessment
Excellent communication skills – verbal and written	Essential	Application / Interview
Excellent interpersonal skills – face to face and telephone	Essential	Interview
Excellent ICT skills and adaptable to new software	Essential	Application / Interview
Good keyboard skills	Essential	Application / Interview
Inputting of data onto electronic systems with speed and accuracy	Essential	Application / Interview

Knowledge	Essential / Desirable	Assessment
Construction / repairs & maintenance industry	Essential	Application / Interview
Office systems and dynamic resource scheduling systems	Essential	Application / Interview
Legislation, regulations & procedures governing Social Housing	Desirable	Application / Interview

Experience	Essential / Desirable	Assessment
Working within a building / housing maintenance environment	Essential	Application / Interview
Dealing with the public and other outside agencies	Essential	Application / Interview
Work within a Customer Contact Centre or Customer Service Environment	Essential	Application / Interview

Appointment scheduling, ideally within a building maintenance environment	Essential	Application / Interview
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Qualifications	Essential / Desirable	Evidence
3 GCSEs A-C including Maths and English or equivalent.	Essential	Application / Documentation
Microsoft Office or other relevant related qualification	Desirable	Application / Documentation

Additional information / other requirements of the post

- The Post-holder may be required to work out of normal working hours / attend evening meetings / work weekends and / or bank holidays as part of their role.
- The post holder is eligible for casual car user allowance.

Date produced / last amended

July 2025