

## Role Profile

<b>Job Title</b>	Planner		
<b>Reporting into</b>	Team Leader – Planning		
<b>Directorate</b>	Customer Experience	<b>Working Style</b>	Office
<b>Responsible for</b>	N/A		
<b>Level of Work</b>	Level 1 - Team Member		

### Summary of Role:

As a Planner, you will be responsible for planning all repairs in one of two departments, Day to Day Repairs or Mechanical and Electrical. You will be required to respond to our customers appointment requests and the business priority requests, whilst ensuring all KPI's are met.

The Planning team work very closely with the Customer Service team to schedule all resources efficiently to ensure that our customers receive a high level of quality service with excellent customer care.

### Key Areas of Responsibility:

- Plan responsive and planned works within the scheduling system to maximise the efficient use of resources to ensure targets are achieved.
- Liaise with our customers to ensure awareness of any amended appointment slots and the likely duration of works.
- Allocate appropriate appointment slots to ensure all work is completed within target.
- Monitor the progress of appointments and liaise with operatives to ensure appointment slots are kept.
- Communicate with the Supervisors about matters of work quality, compliance, timeliness or any issues concerning the operative.
- Operate within the appropriate policies and procedures, including Health and Safety regulations. Ensuring the working environment, property and our customers are safe and secure at all times.
- Support the Customer Service centre and communicate changes/issues.
- Responsible for maintaining the reports relating to productivity.
- Responsible for providing an effective administrative service to the responsive and planned works team.

### Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Knowledge/experience in a customer repair role (social housing, retail or other).
- Experience in interpreting data and providing suitable outcomes with good data analysis and input skills.
- General understanding of responsive repairs or similar. (D)
- Experience of using a scheduling tool to plan works. (D)

- Experience of using resource scheduling software such as Xmbrace, OptiTime / DRS. (D)
- Experience of using databases such as Capita / 1st Touch. (D)
- Ability to diagnose responsive repairs.
- Able to work under pressure and take a flexible and adaptable approach in order to meet customer and business needs.
- Ability to work with own initiative.
- Ability to keep the customer in mind at all times.











**Professional/Vocational/Academic Qualifications:**

- Good level of literacy and numeracy.

**Safeguarding and Lone Working:**

- N/A.

**Values and Behaviours to be demonstrated in this role:**

We are customer focused	We challenge convention	We deliver together
 <p><b>We are committed to safety</b> <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p><b>We keep learning</b> <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p><b>We manage ourselves</b> <i>We take accountability for our own performance and actions</i></p>
 <p><b>We listen and take account of customer views</b> <i>We put the customer at the heart of what we do</i></p>	 <p><b>We do the right thing</b> <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p><b>We collaborate with others</b> <i>Works effectively with others to achieve goals</i></p>
 <p><b>We get things done</b> <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p><b>We innovate and improve</b> <i>We constantly seek to improve the way we do things</i></p>	 <p><b>We lead and inspire</b> <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p><b>We communicate effectively</b> <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.