

Job title:	Safer Homes Scheduling Operations Planner
Directorate:	Commercial Services
Date written:	May 2022
Notice Period:	1 Month
Band:	GGSC - 7
Job code:	1323

Purpose of job

To undertake the effective planning and co-ordination of all works for the Safer Homes trade teams, ensuring works are appointed to the correct engineer in the right location at the right time, promoting first time fix.

Working collaboratively with stakeholders, and with customer satisfaction a priority, to ensure a seamless service provided, reducing travel time, increasing trade productivity through effective scheduling, and demonstrating consistently exceptional customer service skills.

Key duties and responsibilities

- To effectively oversee diaries, schedule works, and manage operative's workloads to ensure completion of all jobs/tasks by the end of each working day. Utilising available resources by moving scheduled jobs amongst available engineers to optimise the output of each operative and ensuring that jobs/tasks are raised with the appropriate schedule of rates codes (SOR).
- Engage with customers in a timely manner in relation to scheduled jobs, follow-ons, and adjusted appointments, minimising disruption, and maintaining excellent customer service and ensuring customer vulnerabilities are met.
- Allocate unscheduled jobs and ensure that all emergency repairs and overdue services are carried out as per our Service Level Agreement (SLA).
- Liaise with suppliers and contractors to arrange delivery of materials and equipment.
- Undertake administrative duties such as updating job stages, running, and using reports to complete scheduling tasks, legal letters, monitoring and processing email and CRM contact.

- Liaise with System Administrators to ensure that system problems are reported and resolved providing minimum disruption to service delivery.
- Any other duties commensurate with the role.

Knowledge, skills and experience required

- Knowledge of Microsoft Office packages including Outlook, Word, and Excel.
- Ability to prioritise tasks in a fast-paced environment.
- Ability to communicate at all levels and with a variety of audiences.
- Able to follow procedures and policies and comply with legal and health and safety requirements commensurate with the role.
- Experience and knowledge of the process of dealing with No Access issues.
- Demonstrates our Values and Behaviours.