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| <b>Job title:</b>     | <b>Property Care Planner</b> |
| <b>Directorate:</b>   | <b>Home Care</b>             |
| <b>Date written:</b>  | <b>Jan 2023</b>              |
| <b>Notice Period:</b> | <b>One month</b>             |
| <b>Grade:</b>         | <b>GG5-7</b>                 |
| <b>Job code:</b>      | <b>1528</b>                  |

### **Purpose of job**

Provide full and effective work scheduling and administrative functions required for the efficient running and delivery of all Planned Delivery programmes and Property Care operatives' diaries.

Ensure tasks are completed with a high level of accuracy and provide a high level of service and support to our internal and external customers.

To ensure we provide an excellent customer experience throughout all stages of planned delivery.

### **Key duties and responsibilities**

- Plan, schedule and manage Property Care operatives' diaries to ensure optimum efficiency across Abri's diverse geography, including rescheduling work, leave, training & sickness as required.
- Manage and prioritise all channels of contact from customers, colleagues, and stakeholders, in relation to Property Care delivery programming. To act as customer liaison contact within the Planned Delivery Team, providing excellent customer service.
- Order materials through suppliers and arrange for them to be delivered in correspondence with operative's diaries. Raise purchase orders and GRN via Ebis and OpenHousing.
- Responsible for monitoring of invoices awaiting payment to ensure these are progressed by those responsible for the programme of works to meet payment obligations. Raising queries and issues relating to invoices and/or work claimed with the relevant parties.
- Review digital workstreams, including TotalMobile, work queues, Planned Delivery email inbox, identifying and actioning as necessary and escalating priorities to the Property Care management team if required.

- Maintain detailed asset records and work-related documentation in an efficient manner, including updating of key component and asset information held on OpenHousing (Housing management system) and other Abri systems.
- All other duties commensurate to the role.
- Demonstrate our values and behaviours.

#### **Knowledge, skills, and experience required**

- Excellent IT skills with practical knowledge and experience of using data storage software systems such as Open Housing, Optimise, DRS work scheduling systems, Microsoft TEAMS/Sharepoint or similar.
- Exceptional interpersonal skills, the ability to communicate clearly with a wide range of individuals including customers, contractors, and colleagues at all levels in a rapidly changing environment.
- Excellent troubleshooting and problem-solving skills.
- Ability to work independently and meeting strict deadlines, ensuring all tasks are completed with a high level of accuracy and attention to detail.
- A flexible team player with the ability to work in a rapidly changing environment and share ideas. Support other team members and their duties as required
- Demonstrate our Values and Behaviours.