

Job description and person specification

Job Title:	Repairs Planner
Level:	Team member
Salary:	£34,893
Hours per week	37.5
Team:	Customer Services
Reporting line:	Repairs Planning Team Leader
Financial scope:	None
DBS check required:	No

What is the purpose of my job?

As a Repairs Planner I will be committed to the delivery of a professional and effective customer service, collaboratively working with colleagues across the organisation, and contributing to the successful delivery of the corporate plan. I will pro-actively contribute to the residents and the wider community with a focused commitment to a One Phoenix approach, focussed on providing excellent homes and services to residents, and always positively promote the organisation, its aspirations and values.

In my job I will:

Be part of the Customer Services Team and support the team in its achieving.

Provide a high quality service to customers and colleagues who come into the planning operation by means of telephone, e-mail, and the Internet. addressing them in a positive, friendly and professional way, adapting my approach and style to meet their needs.

I will support my planning workstream, providing accurate up to date information for the benefit of Repairs Managers, Technical Inspectors and operatives.

Use my knowledge and Phoenix IT systems to give accurate, relevant information in response to repair queries, and accurately record conversations and actions

Use careful questioning and my knowledge and understanding of building defects to diagnose faults and log accurately repairs orders and technical inspections.

Hand over more complex repair queries to relevant staff in other teams giving details of customers' enquiries before passing calls through

Follow through on commitments given to customers in the time agreed

Liaise with Repairs Managers and sub contractors to resolve repairs queries

Record and respond to complaints in accordance with Phoenix's Complaints Policy, taking responsibility for sorting out the problem at the earliest opportunity wherever possible

Answer calls, letters and e-mails within agreed timescales

plan the daily workload of operatives using the relevant IT business system and appropriate software, this will include when necessary changing repair appointments , changing operatives workloads , making decisions on how and when repairs are completed , and ensuring our residents are kept informed of their repair from start to finish.

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Be able to update the business system when required to show operatives annual leave and sickness.

Respect customer confidentiality by only disclosing information to authorised people taking account of the Data Protection Act

Understand how mobile technology works, and ensure all information sent by a mobile unit is collected and entered correctly on our repairs system.

Manage the operatives' diaries; ensure all operatives are busy and that all appointments are kept.

Ensure that the first jobs of the day have been despatched to operatives, and that the jobs are accepted quickly.

Ensure that all jobs are started and completed by close of business.

Bring forward floating (non-appointed/estate) jobs if necessary to keep operatives busy.

Ensure that the tradesmen communicate in a timely and accurate manner about the progress of work.

Prepare run sheets for Agency/non-mobile operatives and change the status of jobs when the operative calls in to report progress.

Schedule non-standard/complex jobs, such as emergencies, multi-trade repairs, second operative required and jobs for off-diary (subcontractor) operatives.

Review completed jobs and take appropriate action for Follow-on, Materials required, and warnings about maximum no-access visits for Gas jobs.

Ensure that suspended jobs are scheduled as soon as possible.

Re-schedule jobs in the event of an unplanned absence of a tradesman, and contact the tenant directly to agree any changes.

Review the next days schedule to ensure that diaries are full for all operatives with contingency for emergencies, and to remove or add temporary unavailability's.

Respond to requests from Orchard team to modify or cancel jobs that have already been appointed, and to liaise with operatives and tenants as necessary.

Conduct the daily operating report and appoint any follow-on jobs

Manage, move and reschedule jobs to ensure that service levels are met, minimise travel time and to ensure available resources for delivery

Communicate with the Repairs Managers about matters of work quality, timeliness and potential HR issues concerning the tradesmen.

Support the field workforce

Determine the tenant's circumstances and availability for an appointment

Diagnose the specific problem(s) requiring attention.

Negotiate appointment day and time-slot with tenant.

Re-arrange appointments when requested by the tenant.

Work flexibly and provide cover for my colleagues to operate an extended hours service

Model professional behaviours, influence and develop working relationships with colleagues to identify and implement service improvements.

Take ownership and personal responsibility to deliver on key performance indicators ensuring positive outcomes, and adopting a collaborative approach within my team and across the organisation.

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Commit to appropriate training and ongoing development such as required for my role.

Be familiar with and act at all times in compliance with Phoenix's values, policies, and procedures, and work within agreed budgets and financial controls.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria	
	Essential	Desirable
Experience, Knowledge, Understanding	<p>To have a focused collaborative approach to working within a team and a wider community.</p> <p>A positive approach to excellent customer service, care delivery and a commitment to quality.</p> <p>Experience of working in a customer focused environment dealing with customers from a variety of backgrounds</p> <p>An understanding of what constitutes excellent customer care</p> <p>An understanding of office and administrative procedures</p> <p>Knowledge of the Data Protection Act</p>	<p>Experience and knowledge of working in the social housing sector.</p> <p>An understanding of matters relating to social housing.</p> <p>Knowledge building defects desirable</p> <p>Understanding of scheduling systems</p> <p>Understanding of building trades and what each trade is responsible for within a repairs and maintenance team.</p> <p>Experience of working with mobile devices</p>
Education and Qualifications	<p>A good standard of education and relevant qualifications.</p>	<p>Good written and numerical skills - GCSE or equivalent English and Maths desirable</p> <p>Educated to 'A' Level standard or equivalent</p>
Skills	<p>A working knowledge of Microsoft Office products eg Word, Excel and Outlook.</p> <p>Excellent interpersonal skills</p> <p>Excellent customer care skills</p> <p>The ability to absorb new information quickly</p> <p>The ability to work methodically</p> <p>The ability to keep calm under pressure</p> <p>Excellent ICT skills</p>	<p>The desire to use and learn basic Microsoft Office packages.</p>

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	Good organisational skills Confidence to stand by decisions.	
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.	
Phoenix Strengths	Demonstrate commitment to the Phoenix Values: <ol style="list-style-type: none">1. Community2. Customer3. Consideration4. Collaboration	

*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.