

Job description and person specification

Job Title:	Repairs Team Planner
Level:	Team member
Spot salary:	£31,683.04 plus the opportunity to participate in the annual bonus scheme
Hours per week	37.5
Team:	Operations
Reporting line:	Senior Repairs Planner
Financial scope:	None
DBS check required:	No

What is the purpose of my job?

As a Repairs Team Planner, I will play a role in dealing with repair related inquiries and requests from residents who require routine repair works. I will also liaise with operatives, supervisors and technical inspectors to help provide a first class repairs service where first time fix will be the goal.

I will ensure backlogs of repairs are kept to a minimum, that repairs are planned and organised to achieve maximum efficiency and accurately using the correct SOR codes and priorities as I assist in ensuring all repair KPI's are met.

In my job I will:

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.

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.

I will support my planning workstream, providing accurate up to date information for the benefit of Project 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.

Follow through on commitments given to customers in the time agreed.

Liaise with project managers 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

Job description and person specification

Be able to update the business system 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 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, including 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 project managers about matters of work quality, timeliness and potential HR issues concerning the tradesmen.

Support Operatives in the field.

Determine the tenant's circumstances and availability for an appointment

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

At all times behave professionally and in accordance with Phoenix's code of conduct

Job description and person specification

Be familiar with and act at all times in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations.

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.

Job description and person specification

Person Specification

Section	Criteria
Experience, Knowledge, Understanding	<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>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>Good written and numerical skills - GCSE or equivalent English and Maths desirable</p> <p>Educated to 'A' Level standard or equivalent</p>
Skills	<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>Good organisational skills</p> <p>Confidence to stand by decisions.</p>
Equality and Diversity	<p>Demonstrate commitment to equality of opportunity in employment and service provision.</p>
Phoenix Strengths	<p>Demonstrate commitment to the Phoenix Strengths:</p> <ol style="list-style-type: none"> 1. Community 2. Customer 3. Consideration 4. 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.

Job description and person specification

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.