

Job Profile Information: **Repairs Planner – Schools Facilities Management (SFM)**

This supplementary information for Repairs Planner (SFM) is for guidance and must be used in conjunction with the Job Capsule for Job Family Business Services at Job Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To ensure Camden's educational buildings are maintained to high standards, enabling educational services to be delivered from buildings which are safe, comfortable and serviceable. The role responsible for carrying out the planning and scheduling of high volume responsive repair works from end to end (inception to completion) across the service area. Allocating works orders to trade staff ensuring the correct prioritisation, trade and sequence of work is controlled and managed in order to deliver repairs right first time.

The role will act as first point of contact for trades staff and contractors to allocate repairs, monitor progress and update repairs systems in real time through to practical completion of work. Track and monitor outstanding (not completed) works to ensure a comprehensive repairs service is delivered.

Key aspects of the role:

- Planning, scheduling and allocating repairs for a designated team of trade staff ensuring the correct prioritisation and efficient use of available resources including liaising with stakeholders to facilitate the completion of work.
- Track and monitor the progress of works from inception to practical completion, managing any follow up work and access arrangements.
- Continuously review order completions to identify outstanding works. Schedule and allocate outstanding repair works to ensure backlogs of work do not accumulate and a comprehensive repairs service is delivered to residents.
- Ensuring work orders are practically completed and repairs systems are updated in real time with accurate, detailed quality information, with particular attention to costs and asset management
- Provide a first point of contact for trades staff and contractors to enable them to complete repairs right first time.
- Working closely with the Repairs Supervisor to monitor productivity and identify gaps or inefficiencies in resources affecting the allocation and completion of work in accordance with right first time principles. Identifying and communicating opportunities for improvements to work processes within the team and across the service.
- Raising orders to subcontractors in accordance with delegated authority and monitor the progress of work through to completion.
- Providing support to all the team in times of high demand to ensure a consistently high service is delivered to stakeholders, including taking repairs calls or other duties not normally carried out.

Example outcomes or objectives that this role will be responsible for delivering:

- Ensure delivery of the repairs service is met in line with Camden's Customer Service Standards.
- Proactive working with stakeholders to ensure repairs and planned preventative maintenance (PPM) are managed effectively and safely, using a robust and proactive approach to Risk and Health & Safety. Ensure works are prioritised and key performance indicators are achieved in line with the service level agreement (SLA) at all times.
- Contributes to increase customer satisfaction with repairs service.
- Ensure any operational difficulties are resolved.
- Ensure risks are reported and escalated, for example to ensure that every possible action is taken to ensure schools do not have to close or operate in poor or unsafe conditions because of maintenance failures.
- Creative thinking about how to maximise first time fixes, productivity and efficiency in order to meet and exceed customer expectations in a fast moving pressurised environment.
- Compliance issues are recognised, resolved or escalated.
- Responsible for scheduling and allocating the work of a team of trade staff including real time communications and updating the IT system with accurate information as works progress. This will require the post-holder to make decisions to facilitate the management, progression and completion of works orders, including tracking longer term repairs.

People Management Responsibilities:

The post holder will support two Customer Services Officers / Order Compliance Officers

Relationships and accountabilities:

- The postholder is wholly accountable to senior management for the areas of responsibility assigned to them – which will be a combination of service standards and relationships with schools, and cross-service objectives.
- The post-holder will work closely with trades staff, supervisors, contractors, Customer Support Officers and Order Compliance Officers within their team across the service.
- Communication with trade staff will consist of real time scheduling of repairs, progress updates and information gathering during progress and on completion to update the repairs IT systems. As the first point of contact there will be an element of problem solving on a repair by repair basis or on a larger scale.
- The postholder will be required to work closely with Repairs Team Supervisors and the specialist sub contractors to maximise the use and efficiency of available skills and resources to ensure every opportunity to complete repairs on the first visit is taken. This will require overseeing the completion of more complex repairs involving multiple trades or visits.
- Provide a service focussed on delivering a high quality customer experience to ensure the repairs service is responsive to the needs of Camden's educational establishments, internal and external stakeholders.
- As a member of the Schools Property Team the relationship is one of working together to identify opportunities for improvement, finding ways to implement these and monitoring their success. This may involve negotiating, explaining, demonstrating and observing.

- Regular contacts include: headteachers, school site officers, heads of service and other service managers in both Property Management and across the Council and contractors.
- The postholder needs to be able to write and speak (both one to one and in presentations to colleagues) in a style and with conciseness, clarity and focus which communicates effectively to the situation and audience. S/he needs to be able to build support for maintenance standards and practices by building strong relationships with schools, contractors and officers, and in turn supporting them in their objectives.

Work Environment:

- The post is mainly office based although the post-holder may be asked occasionally to visit education establishment properties with technical staff to learn about the process of carrying out repairs and the customer experience. The post will involve regular pro-active contact with schools and children's centres in relation to scheduling appointments, planning works and taking repairs calls during periods of high demand.
- The responsive repairs environment is high volume, fast moving and can be high pressure. Being flexible and adaptable is vital as priorities change regularly during the working day. Accuracy is essential to keep information up to date in real time.
- The service to stakeholders operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday. The post holder is required to work flexibly to manage and support service delivery between these hours. This may include changes to working times / patterns in order to deliver an effective service.
- The post-holder will be required to work in an 'agile' way in line with Camden's policy of a paperless and flexible work environment, which may include working at home for part of the week.
- The postholder will operate within a complex and occasionally sensitive framework, and confidentiality and discretion must be observed at all times.

Technical Knowledge and Experience:

- Thorough knowledge of the repairs process in particular the sequence of work and time taken to complete repairs tasks.
- Understanding of repairs types, prioritisation and timeframes, trades and materials, stock and asset information.
- Knowledge of productivity and performance measures.
- Good understanding of end to end responsive repairs systems.
- Working knowledge of systems thinking principles.
- Understanding of cost and cost control.
- Experience of allocating works to trade staff in a high volume responsive repairs environment.
- Track record of identifying opportunities to improve customer service and reduce costs.
- Experience of working in a multi-disciplinary team.
- Experience of collating and inputting high volumes of information.
- Experience of scheduling fast turnaround work in a flexible, changing environment.
- Experience of managing / tracking longer term work to completion.
- Must be proficient in using Microsoft Office Packages including Word, Excel and PowerPoint
- Good understanding of asset or facilities management (CAFM) databases and systems.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)