**Job Profile Information – Operational Planning Manager**

**This supplementary information for Operational Planning Manager is for guidance and must be used in conjunction with the Job Capsule for Job Family Place – Building and Structures, Job Zone 1 Level 4. Camden Way Category 4.**

**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:**

As part of the Property Management - Repairs and Operations department; you will be responsible for the planning team and the day to day activities ensuring that both customer satisfaction and productivity remain at an acceptably high level. Keeping in line with Camden’s Right First Time (RTF) approach and policy to deliver a first class service to the tenants of Camden.

**Example outcomes or objectives that this role will deliver:**

* Monitor the quality and timeliness of the Operational Planning Team’s work via the correct use of Dynamic Resource Scheduler (DRS).
* To ensure that the agreed DRS procedures are adhered to.
* To provide effective and efficient management and operational planning of the responsive repairs service delivery.
* Ensure that the company’s Quality, Health and Safety and Environmental policies and standards are complied with at all times.
* Ensure that duty rosters are prepared and implemented and resources are available to meet the requirements of the contract on a 24 hour x 7 day x 365 days/annum basis for emergency response.
* Ensure that all work streams falling under repairs achieve productivity, and highlight inefficiencies.
* To establish, maintain and develop effective working relationships with all staff, external agencies, specialist suppliers and other relevant groups/companies.
* To be responsible for the operational performance and rectification of unsuccessful planning practises as required.
* Responsible for Trade staff TOIL management.
* Responsible for communicating with stores with regards to follow on works awaiting specialist material.
* Monitor the quality and timeliness of operatives/Tradesmen in executing work and ensure necessary data is captured on all jobs and tasks as required by Northgate / Rapid.
* Review and refine working practices to increase efficiency and improve customer satisfaction.
* To deal with any issues arising from the Repair Team Managers during the working period.
* Promote a culture of learning and continuous improvement.

**People Management Responsibilities:**

* The post holder will have line management responsibility for the Operational Planning Team which consists of up to 14 direct reports.

**Relationships;**

Internal:

* Build strong working relationships with the Planning team, 5 District repairs teams and their managers and supervisors, Contact Camden managed staff who are co-located.

External:

* Subcontractors, agencies, specialist suppliers and other relevant groups/companies.

**Work Environment:**

* The role will be based in our Holmes Road office managing and guiding direct reports.

**Technical Knowledge and Experience:**

* Relevant qualification and/or experience in social housing repairs as a repairs planning manager or team leader
* Experience in Kirona DRS (Opti-time) usage.
* Experience in Repairs tracking software systems.
* Excellent communication skills & reporting
* Full use of MS Office suite. Excellent knowledge of MS Excel

**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:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/>