**Job Profile Information: Planner**

**This supplementary information for the role of Planneris for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1.**

**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:**

Carry out the planning and scheduling of high volume responsive repair works from end to end (inception to completion) across a designated geographical or 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.

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.

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

* 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 residents 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.
* Ensure work orders are practically completed and repairs systems are updated in real time with accurate, detailed quality information, with particular attention to costs, asset management and leaseholders
* Provide a first point of contact for trades staff and contractors to enable them to complete repairs right first time.
* Work closely with the Repairs Team 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 locality team and across the service.
* Raise orders to subcontractors in accordance with delegated authority and monitor the progress of work through to completion.
* Provide support to all the repairs teams in times of high demand to ensure a consistently high service is delivered to customer’s borough-wide, including taking repairs calls or other duties not normally carried out.

**People Management Responsibilities:**

* No line management responsibility

**Relationships:**

* Indirect resource management of trades staff on a daily basis
* Colleagues within the Property Management division
* Tenants
* Elected Members

**Work Environment:**

The post is mainly office based although the post-holder may be asked occasionally to visit resident’s 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 residents 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 customers 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.

**Knowledge and Experience:**

* 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 Supervisors 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 tenants, leaseholders, internal and external stakeholders
* As a member of the locality 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, observing and understanding.
* The post-holder will be required to think creatively about how to maximise first time fixes, productivity and efficiency in order to meet and exceed customer expectations in a fast moving environment.
* The post-holder will be 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.

**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](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1)

**Chart Structure**

