

Job title: PGM Planner

Line manager: Repairs Planning Manager

Grade (if applicable): 5

Direct reports: None



Role purpose:

The Repairs Planner main duties include supporting the managers with planning all aspects of the responsive repair works, dealing with residents, operatives and sub- contractors, working with the IT systems, managing operative's diaries and general data input and administration.

Due to PGM's exciting and ambitious growth plans, the work environment for this role is likely to be fast paced and frequently changing. In order to work effectively in this role, the post-holder will need to be flexible around duties and tasks undertaken and / or base location. All duties expected of the post-holder will be within the same level of responsibility and terms and conditions of employment.

Key results:

- Receive job notification and plan resource in our works management system
- To have focus on first time fix
- Plan and mobilise internal and supply chain contractor resource
- Update client systems with status milestones including completion forecasts
- Management job WIP (Completion in time/ jobs in jeopardy and overdue orders)
- Maintain communications to our Customers
- Manage further works and material orders through to job completion
- Maintain effective communication with the operatives during the evolving day
- Consistently demonstrate high levels of customer service and professionalism whilst dealing with all enquiries, documenting them accordingly and managing cases to resolution.
- Make outbound calls to update customers on works / case progress and undertake customer satisfaction survey
- Assist in the production of KPI data and provide reports to substantiate operational and financial efficiency.
- Work with the Manager to agree personal targets, KPI goals and strategies to improve performance, identify own development needs and achieve learning plans.
- Analyse internal processes and contribute ideas which may improve the team performance and/or extend its capability
- To manage the operative diaries within our IT system
- Manage resources within the emergency and batched repairs operational works unit.
- To plan works and assist in the gathering, reporting and investigation of statistical information from a variety of sources on performance against Key Performance Indicators, Programme/Project Targets and Service Standards.
- To manage and co-ordinate the workload of employees and monitor outputs against performance and quality targets, ensuring compliance with work specifications and statutory duties.
- To ensure that the trades-people communicate in a timely and accurate manner about the progress of work, to schedule their workload efficiently and effectively
- To liaise with relevant staff as required.
- To be self-servicing in administrative functions.
- To be flexible with regards to working hours where requested (occasional evening and weekend work may be necessary).
- To liaise with relevant staff and outside authorities/agencies as requested.
- To adhere to Peabody/ PGM health and safety policy.

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- To adhere to Peabody/ PGM equality and diversity policy.
- To adhere to Peabody/ PGM environmental standards and accreditations.

Success metrics:

- Customer Satisfaction
- Operative Efficiency
- Information and Process confirmation

We see the above as key measures for gauging success for this post, there are also other Key Performance Measures.

You Will Be

Skills/experience required:

The successful candidate should meet the following requirements:

- Experience in planning Gas resource within a dynamic scheduling environment
- Experience of working with the public in a customer focused environment.
- Excellent verbal and written communication skills, telephone skills and interpersonal skills.
- Excellent planning and organisational skills.
- Experience of developing a range of administrative and office systems and of servicing meetings.
- The ability to exceed customer expectations and solve problems to the point of resolution
- Significant experience in using all aspects of Microsoft Office, especially Word, Excel and PowerPoint.
- Experience of undertaking projects independently, from inception to completion.
- Knowledge of the London area

You Will Be :

Personal attributes

- Ability to work as part of a team and on own initiative.
- Excellent time management skills with ability to prioritise own workload, deal with conflicting demands and meet tight deadlines.
- Ability to show tact and discretion when dealing with sensitive and confidential information.
- An understanding of and commitment to equal opportunities.
- Excellent attention to detail.

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- Ability to critically analyse complex data and present in a variety of ways to varied audiences.
- Flexibility and willingness to work outside normal office hours when the need arises.
- **Desirable**
- Experience of working in the construction / maintenance industry.
- Experience of managing complaints queries.
- Able to communicate in a second community language
- Knowledge of the social housing maintenance sector