

Job Title	Area Planner	Location	Oldham/Chesterfield/London/Milton Keynes/Exeter/Havant	Job Family	Guinness Property	Grade	B3
Reports to	Operational Support Manager	Designation	Hybrid				
Overall Purpose: To provide a high quality, planning and co-ordination service for Responsive Repairs.							
Responsibilities & Outcomes		Skills / Experience		General Role Expectations			
Key Responsibilities: - Provide effective planning of regional operative's diaries working closely with the regional operational team to support the achievement of operational KPIs. - Coordinate the efficient scheduling of maintenance repairs for operating needs and customer requirements within the area. - Maintain the scheduling system and provide internal and external customers with timely and accurate information. - Liaise with customer service colleagues in relation to appointments and updating of all systems when operatives report issues. - Ensure that all written, electronic and telephone enquiries are answered and resolved effectively in accordance with agreed service standards and timescales. - Work closely with the commercial team in relation to subcontractors purchase orders and variation orders to ensure continued value for money and commercial procedures are followed. - Ensure compliance with GDPR regulations when processing customer data. - Take appropriate Health and Safety measures to ensure personal safety and the safety of our customers and colleagues. - Support the protection and safety of our customers by ensuring safeguarding procedures are followed and safeguarding concerns are appropriately identified, monitored and reported. Key Outcomes: - Operational teams are assigned the correct repair for their skills and operational KPIs are met. - Minimal travel time and maximum productivity for operatives is achieved. - Works to homes and neighbourhoods are managed effectively and safely using a robust and pro-active approach to Risk and Health & Safety and prioritised in line with the Business Plan at all times. - Safeguarding concerns, suspicions or allegations of abuse are appropriately identified, recorded and sent to Tenancy Enforcement.		Essential: - Experience of working in a customer focused environment. - Experience of working within agreed performance targets. - Excellent oral and written communications. - Proven ability to work methodically, follow agreed procedures and accurately record data and information. - Microsoft Office including Word and Excel. - Ability to work in a fast paced environment and under pressure. - Experience of working with databases. - Evidence of competency in a relevant trade. - Demonstrate the Guinness Behaviours. Desirable: - Experience of working with large volume data processing activities. - Experience of scheduling work. - Experience of working with subcontractors. - Excellent organisation and time management skills. - Experience of working with invoices / accounts.		These are the requirements for roles at Grade B. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case. Accountability: - Assigned and accountable for <i>specific</i> areas of responsibility /deliverables - Performs a <i>range of tasks</i> which vary in complexity within scope of their function - Makes <i>decisions</i> within parameters set by manager, using job/specialist experience People Skills: - Has <i>regular</i> communication with internal/external contacts and builds relationships required to deliver priorities - Works collaboratively with colleagues to deliver accountabilities - May <i>prioritise</i> and <i>oversee</i> activities of others to meet required deadlines and standards - Coaches inexperienced team members - Provides <i>first level</i> advice and support for others - May <i>manage or support</i> consistency of the employment experience in own area Impact & Influence: - Decides within a range of solutions/practices which are the most applicable - Actions have predominantly <i>local or internal</i> impact on one or a small number of individuals - Required to <i>share</i> knowledge and <i>experience</i> with others - Adapts <i>own behaviour</i> to influence colleagues/peers Thinking Challenge: - Assists in the identification, assessment and <i>resolution</i> of a range of issues/problems - Required to assess and resolve <i>standard/ non-standard</i> issues/problems, largely <i>on own initiative</i> - Implements procedures to ensure continuous improvement Customer Service: - Respects and <i>values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.			
		Qualifications					
		Desirable:					
		- Educated to NVQ level 3 or equivalent A levels. - Microsoft and/or business intelligence related professional certification or equivalent evidence of competency.					
		Other					
		Driving Licence Required	No				
		Mobile working required	No				
		Evening and weekend working required	Some				
		Other					

You are also required to undertake any other duties within your capabilities as may be reasonably required.