



Job title: Resource Planner

Responsible to: Resource Planning Team Leader

Purpose: To ensure the most effective and efficient scheduling of appointments, using an appointment scheduling system and mobile working solutions in accordance with corporate standards and VIVID procedures. To provide a helpful and professional point of contact to tenants and contractors as required. To provide a range of information to enable managers to monitor compliance with corporate and legislative standards. Ensuring that the services comply with appropriate legislation, professional standards and VIVID’s values, standards, policies and priorities.

Location: Portsmouth / Basingstoke

Key Areas	Description	Performance standards are satisfactory when:-
Key Responsibilities	<ul style="list-style-type: none">• To use an automated scheduling system to efficiently plan maintenance works ensuring all works are attended and completed within corporate timescales• To work efficiently in a fast paced, high demand environment• To re-schedule jobs in the event of any unplanned absence or other unavailability of an operative and keep the customer informed at all times.• To constantly monitor operative’s diaries and ensure that resources are fully utilised at all	<ul style="list-style-type: none">• Performance targets are met• Information is shared accurately and appropriately • Customers are satisfied, have the information they need and are confident in us • Customers are satisfied• Services are efficient• Performance targets are met

	<p>times. Liaise with other planning departments to deploy operatives effectively throughout VIVID</p> <ul style="list-style-type: none"> • To be able to interpret data feeding into the scheduling system from mobile devices and other software systems and using that data effectively including keeping both customers and managers informed as appropriate. • To work closely with the Customer Experience Advisers, Service Area Managers and operatives in resolving problems/complaints in a timely manner. • To be able to use the housing system to raise, close and amend jobs when necessary. • To ensure that any scheduling or mobile working system problems are reported immediately via the appropriate supplier help desk services or our internal IT support service desk. • To provide cover for other Resource Planners in periods of absence. • To alert your Manager immediately to any operative based problems or potential diary problems immediately if unable to deal with yourself. • Check diaries are geographically efficient (operatives have minimum travel time where 	<ul style="list-style-type: none"> • Complaints are well managed and in line with organisation's timescales. • Risks are recognised early and mitigation is put in place to reduce risk levels • Problems are highlighted and escalated accordingly within a timely manner • Customer Service KPIs are unaffected by staff absence
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	<p>possible) Make sure all operatives are logged on and their PDA's are working, and ensure all are logged off safely at the end of the working day.</p> <ul style="list-style-type: none"> • To receive and make phone calls from customers about repair jobs, providing a high standard of customer service during each call. • Check all jobs that are in the operative's diary, make sure all are booked correctly - correct trade, time allowance and make sure the operatives have all the materials available to be able to do the job, scaffold, ladders etc. • Go through job summaries daily and further progress jobs as required. Raise new jobs, make sure all materials are ordered, and all tenants are informed as to progress of the jobs. • Send operative text for their first job next day and print run sheets with their work for the next day, in case of system failure. • Ensure all non-productive time for operatives is entered into the scheduling system (e.g. annual leave, training etc.) • Book time for operatives to carry out void works ensuring that works will be completed within corporate timescales and assist with raising orders for void tests and works as required 	<ul style="list-style-type: none"> • Customers are satisfied • Trade staff productivity is maximised
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<p>Team Working and Support:</p>	<ul style="list-style-type: none"> • Investigate full background history for formal complaints and pass all information to Planning Team Leader • Provide support for management, customer experience and other areas of the business. • Assist with training new staff • Shadow operatives and customer experience to gain further knowledge of other aspects of the business. 	
<p>Diversity</p>	<ul style="list-style-type: none"> • Ensure adherence to duties in relation to Equality and Diversity 	<ul style="list-style-type: none"> • Demonstration of behaviours which best support equality and diversity within the work place
<p>Health and safety</p>	<ul style="list-style-type: none"> • Ensure the highest standards of health and safety are maintained in all areas • Take care of your own safety and that of others who may be affected by what you do (or do not do) 	<ul style="list-style-type: none"> • There is a great Health and Safety culture across the department • You personally adopt behaviours which adhere to all Health and Safety policies and practises



Person Specification

Qualifications	GCSE or Equivalent in Maths and English or relevant experience	E
	Qualification in Business studies or Equivalent	D
Knowledge & Experience	Experience of social housing sector	D
	Experience of providing a responsive routine repairs service in a Responsive Planning capacity	D
	Experience of working in a high pressure, fast paced, customer focused role	E
Skills	Highly skilled in using Microsoft systems, and able to quickly learn specialist IT systems	E
	Applies their specialist knowledge effectively by providing accurate information and reliable advice to their team and colleagues.	D
	Able to solve complex problems and review information quickly to make decisions	E
	To have a friendly and professional telephone manner	E
Personal Qualities	Able to work in a fast paced, high stress environment	E
	Able to live our values	E
	Customer Focused	E
Other	Able to travel independently and effectively throughout the company's area of operation	E