

GREENWICH COUNCIL

JOB DISCRIPTION

DEPARTMENT; Housing

SECTION: Asset Management

Grade : Scale 6

POST DESIGNATION: Planner

Purpose of Job

To support effective service delivery to residents and corporate clients, to ensure that all work is completed within Target date/time, and to ensure that the operatives are fully utilised.

Main duties and responsibilities:

To ensure that the trades person communicates in a timely and accurate manner about the progress of work, in order to schedule their work in view of tenants requirements. Ensuring operatives diary are fully up to date including holidays, sickness, training, meetings etc.

To continuously check operative's diaries to ensure maximum productivity can be achieved within their set targets and that repairs are completed where possible on the first visit.

To reschedule jobs in the event of any unplanned absence of a tradesperson, and to contact the tenant directly to agree any changes

To communicate any changes /updates with tenants via telephone, email letters or text and in a non-mobile environment with the tradesperson.

To deal with any 'complex' scheduling situations should that arise, also to communicate with delivery managers and supervisors regarding matters of work quality, timeliness and potential HR issues concerning the trades persons.

Communicate with the call centre and customers regarding any changes and Issues.

To use all policy and procedural processes to monitor and update all functionalities relating to the Housing V5 and DRS Scheduling systems for job progressing through to completion, including all necessary liaisons with all interested parties relating to works.

Actively participate in Identifying improvements in service delivery and support the training of other members of the team as required.

General:

You will need to have good decision making skills be proactive, responsive and flexible to the service delivery needs.

You will also need to be flexible in your hours of work

Ensure at all times whilst carrying out your duties due diligence is given to customer care and excellent service delivery.

Carry out all duties with due regard to the provisions of health and safety regulations and legislation, the Council's equal opportunities and customer care policies, and the new technology agreement.

Undertake any other work appropriate to the level and general nature of the post holder's duties to ensure the continued effective operation of the service, including any Technical Administration functions.

Designation of Post to which the post holder normally reports:

Labour Scheduling Manager