

Person Specification

Job Title	Planner
Grade	Scale 6
Service/Section	R&I
Directorate	Directorate of Housing and Safer Communities

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Ability to communicate with a diverse range of people, to include residents, contractors and operatives in order to achieve an efficient repairs service delivery.	D
or	
Ability to manage and monitor IT systems to include scheduling and job management	E
or	
To be proactive enough to make decisions required to complete repairs as and when required, especially in an emergency situation.	D
Skills and Abilities	
Ability to work on own and within a team in delivering an efficient service supporting operatives and managers in the delivery of an efficient repairs services	E
Ability to plan and manage the activities of multi-traded operatives to enable them to carry out repairs on time	D
Ability to use and monitor IT systems to including scheduling and job management	D
Ability to prioritise/manage workload, meet deadlines in a demanding environment	E
To have very good organizational skills to communicate at all levels	D
Experience	
Experience of working a repairs environment	E
Experience in providing support to trade operatives to enable the progression of repairs job	D
Dealing with tenants (public), contractors and other stake holders in ensuring that repairs are allocated accurately and facilitate the completion of repairs on time	D

Experience of using complex repairs system in processing repairs	E
Experience of working in a team and on own	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E