

Role: Planner
Reports to: Senior Planner

The Role:

To liaise with operational Managers, Supervisors and operatives to ensure compliance with contractual service standards. To efficiently appoint work, supporting operatives to achieve productivity targets. To deliver an effective maintenance service which results in customer satisfaction in line with contractual KPIs/Measures.

Accountabilities:

- Assist in the effective delivery of the service operation by optimising the use of, principally, direct labour and specialist subcontractor resources available and develop and implement robust and effective procedures to achieve contract requirements.
- Be responsible for works scheduling/planning, ensuring the correct trades are allocated, that they are provided appropriate appointment slots for the type of work and that the appointments are managed geographically to be travel efficient. Promote and maximize 1st time fix
- To ensure all works orders received are scheduled immediately upon receipt via the mailboxes, portal and interactive planner and thereafter completed within target timescales leading to delivery of contractual key performance indicators.
- Monitor systems to ensure appointments made are kept by the workforce, all system administration including completions, rejected appointments and contractor information and report appointment failings immediately to the manager.
- Monitor all workflows and identify follow on works to ensure that they exceed no more than 5% of overall WIP target. Ensure all works are scheduled in a timely manner with the appropriate resource allocated. Report any trends to manager for system review.
- Production, monitoring and communication of WIP to include routine and voids works versus target
- A clear commitment to a customer-centred service and continuous improvement.
- Work with Supervisors and Managers to provide feedback relating to operative conduct, absence, performance including PDA usage formed from daily checks
- Coordinate appointments where multiple trades or subcontractors are required to attend
- To work in conjunction with the allocated Supervisor review diaries, ensuring that works are ready to commence pending materials, tests and overall timescales to optimise service delivery and productivity
- To fully assist and co-operate colleagues in the progress and investigation of complaints, effectively deal and respond. to queries and complaints from tenants, staff, and residents relating to services and service delivery
- Liaise with the client to ensure all relevant databases are up to date.
- Assist with the collation of supplies and material information from our approved suppliers and record cost data appropriately.
- Ensure consistent and pro-active approach to role at all times, carrying out other duties as may be required from time to time in order to maintain an efficient operation of all aspects relating to the needs of the team TCH Repairs (additional training will be provided as required)

Essential and Desirable Criteria

Essential criteria:

- Previous Planning/Scheduling experience
- Planning/Scheduling experience
- Confident using Microsoft excel, word and outlook
- Ability to communicate effectively both verbally and in writing
- Be able to work as a team and independently





Head Office
Monson House,
Monson Way,
Tunbridge Wells,
TN1 1LQ

Desirable Criteria:

- Previous experience in social housing repairs and maintenance

TCH Repairs Limited; Registered Office: Monson House, Monson Way, Tunbridge Wells TN1 1LQ
Company No: 05153654 (England and Wales)

