

Job Title	Work Planner
Business Unit	Home Fix Scotland (HFS)
Reporting Structure:	Reports to the HFS Office Controller
Key Stakeholders:	HFS leadership; RCH Asset Management and Customer Service; Customers (tenants and owners); other HFS employees; contractors, consultants and suppliers; Elected representatives; statutory agencies.

<p><b>Job Purpose:</b></p> <p>Support HFS operational leadership, including Director, Head of Service, Managers and Supervisors to create and maintain profitable service delivery, ensuring quality and customer satisfaction (client/tenant/owner) is maintained at the highest level.</p> <p>Support effective and efficient works scheduling and planning for HFS operatives, contractors, and suppliers across responsive repairs, planned and cyclical works, voids and environmental works, to maintain defined SLA performance.</p>
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<p><b>Key areas of responsibility (What you'll deliver):</b></p> <ul style="list-style-type: none"> <li>➤ Diagnose repair requests effectively to reduce potential 'failure demand', maximise performance and productivity, and ensure a safe working environment.</li> <li>➤ Plan and prioritise trade operatives' diaries to deliver efficient service delivery, providing support with special equipment and material supply</li> <li>➤ Plan, prioritise and administer the work of contractors and suppliers as appropriate including ordering work and materials.</li> <li>➤ Ensure customers and client(s) have access to accurate service delivery status and are proactively informed of any change.</li> <li>➤ Ensure customer satisfaction feedback is captured to an agreed % of services delivered and meets the defined SLA.</li> <li>➤ Ensure continual engagement and effective communication in place with RCH Customer Experience, RCH Customer Service and RCH Asset Management operations to enable service delivery, maintain critical KPIs and drive client satisfaction.</li> <li>➤ Ensure complaints or elected rep enquiries are supported in a timely manner with accurate input from systems' data, operatives, and interactions.</li> <li>➤ Ensure expert level use of all Business Applications and ownership of the quality of data entered and maintained within each application.</li> <li>➤ Administer invoice, billing and purchase order requirements including assessment and authorisation in an accurate and timely manner.</li> <li>➤ Provide flexible support to ensure efficient cover across the Business Operations and Customer Services area at all times.</li> </ul>
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<b>Expected behaviours/competencies (How you'll deliver):</b>	
Business and Improvement Focus	<p>Contributes to planning of targets and objectives for own team</p> <p>Focuses personal effort on activities that contribute to improving performance. Open and receptive to new ideas and readily adopts new ways of working</p> <p>Seeks relevant advice/information from appropriate sources and offers new ideas and solutions to current challenges</p> <p>Shows enthusiasm for developing understanding of organisational challenges and solutions</p>
Customer Focus	<p>Treats customers as individuals by dealing with them in a confident and competent manner</p> <p>Resolves customer enquiries promptly at point of contact and only refers to others when genuinely appropriate</p> <p>Interacts well with all customers considering their different needs</p>
Strategy and Policy	Makes decisions in line with organisation strategies, policies and

Development	<p>procedures and how these apply to role</p> <p>Understands strategies and policies and how these impact on team</p>
Financial Awareness	<p>Understands the need for why annual budgets are set</p> <p>Understands the need to work within defined budgets</p> <p>Works co-operatively with management on identifying efficiency improvements</p>
Managing Performance	<p>Works to high standard with minimum supervision and support.</p> <p>Demonstrates a strong desire to deliver agreed objectives and identifies the steps needed to achieve these</p> <p>Applies own knowledge and experience to resolve problems, keeping track of own progress, completing work to deadlines, or informing others when targets can't be met</p> <p>Shares own knowledge and skills openly with others to improve performance and accepts and acts on feedback on own performance, reacting appropriately to both constructive criticism and praise</p>
Decision Making	<p>Assesses information available before deciding on course of action taken</p> <p>Uses previous experience, standard procedures, and common sense to make decisions</p> <p>Can recognise when decisions need to be referred to line manager</p>
Teamwork	<p>Shows sensitivity and respect for others' feelings, cultures, and beliefs, showing respect for diversity</p> <p>Makes a positive contribution to the team, supporting colleagues in their day-to-day work</p> <p>Handles disagreements as they occur, seeking a constructive solution</p> <p>Shows enthusiasm to broaden own experience, knowledge, and skills for own team</p> <p>Welcomes new staff to organisation by sharing own knowledge and experience in applying organisational procedures</p> <p>Provides support and feedback to new and existing colleagues when needed</p>
Leadership and Role Model	<p>Is open and honest and is a good role model to other staff</p> <p>Readily accepts responsibility for decisions and actions taken, including those that are difficult but necessary.</p> <p>Is knowledgeable about developments, ideas and opportunities in own team and in greater team in the organisation</p>
Communication	<p>Actively listens to what is said and asks questions to aid understanding when unclear</p> <p>Presents spoken and written information clearly and concisely</p> <p>Relays information obtained from customers on service levels, needs and preferences to line manager</p> <p>Keeps customers fully informed of outcomes to any query raised, even if not able to answer query immediately</p>
Equalities and Diversity	<p>Treats everyone with respect</p> <p>Is prepared to increase own knowledge of the varying needs of customers/ colleagues from different backgrounds and experiences</p> <p>Considers impact of own actions on others and amends behaviour as appropriate</p> <p>Challenges inappropriate behaviour and language in others</p>
Health and Safety	<p>Shows good awareness of health and safety regulations in the workplace</p> <p>Ensures own behaviour complies with all health and safety</p>

	requirements including reporting H&S risks through the appropriate channels.
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<b>To be successful in this role you should be able to demonstrate the following (knowledge / skills relevant to this role):</b>
<p>Significant experience working within a building construction, trades, and maintenance service environment.</p> <p>Demonstrable experience of effectively planning, organising, and appointing trade/operative diaries.</p> <p>Expert use of Housing Management and Field Service Management ICT solutions – with a preference on experience with ActiveH Housing Management and TotalMobile solutions.</p> <p>Able to understand and manage the diverse needs of customers, leveraging a variety of techniques to maintain customer satisfaction.</p> <p>Ability to work under pressure, while maintaining delivery of services within defined SLAs.</p> <p>Demonstrable level of numeracy and literacy, with the ability to communicate information effectively at all levels with internal and external partners and customers</p>

<b>Proposed evaluation criteria:</b>			
<b>No evidence presented by candidate</b>	<b>Limited, or inconsistent evidence presented by candidate</b>	<b>Clear evidence demonstrated by candidate</b>	<b>Evidence presented by candidate above and beyond expected</b>