



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Planner – Responsive Repairs/Maintenance and Servicing	Role Profile Number: AO00049
Grade/Salary: L	Date Prepared: August 2020
Directorate/Group: Resources	Reporting to: Senior Operations Planner
Structure Chart attached:	No

Job Purpose

- To receive and plan work orders within areas on behalf of the Responsive Repairs, in the agreed manner using Open Housing and the Dynamic Resources Scheduler (DRS).
- Raise jobs using the Open Housing system.
- To receive and plan work orders within areas on behalf of Electrical repairs and servicing.
- To receive and plan work orders within areas on behalf of Gas repairs and servicing.
- To plan work for your trades and other trades when required, this can be up to 30 operatives
- Ensure SBC complies with its contractual obligations and Key Performance Indicators for the delivery of Corporate and Housing Repairs, Cyclical Works, Planned Works, Responsive Maintenance and Servicing across all buildings managed by Swindon Borough Council.
- Work as part of a team to ensure that works orders are received, planned, and tracked in the agreed manner.

Key Accountabilities

- Appoint follow on works identified by devices in an accurate and timely manner
- Update and maintain operatives diaries with availability, in the Dynamic Resource Scheduler, this should include sickness, holidays and training
- Action Dynamic Scheduler lists on a daily basis and ensure further works are booked in within the KPI timescales
- Operate within statutory guidance to meet gas and electrical servicing targets.
- Set up Priority One and Urgent Today screens in the office at start of each day. If working from home – monitor Priority One and Urgent Today job lists for appointing within that day.
- Identify any potential areas of concern and communicate with Trade Manager to ensure that any issues

regarding staffing are sorted out.

- Ensure any purchase orders are raised as required.
- Contact the tenant where necessary by telephone.
- Run end of day procedures.
- Remain positive without giving an opinion, any technical advice on jobs or times should be referred to Trade Manager.
- Excellent telephone skills with ability to work under pressure dealing with irate/challenging customers on the telephone occasionally.
- Have good problem solving skills to enable resolution before escalation to Trade Manager e.g. Tradesman calls in sick, arrange diaries, contact tenants.
- Awareness and handling of sensitive information is critical.
- Good negotiating skills across with range of parties, the public, trade managers and contractors.

Supplementary Accountabilities

1. To carry out any other duties, this may be required within the grading of the post, making use of any specialist qualifications.
2. In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
3. You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
4. You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Knowledge & Experience

1. Knowledge of Word, Excel and Outlook
2. Knowledge of Dynamic Resource Scheduler program or equivalent
3. Knowledge of Databases

Qualifications

1. Educated to G.C.S.E Level in English and maths Grade A to C or equivalent qualification

Decision Making

1. Can make effective decisions quickly and is happy to act on own initiative to resolve problems

2. Has proven results obtained through team work and individual effort

Creativity and Innovation

1. Shows creativity is using resources to deliver the service
2. Has proven results obtained through team work and individual effort

Contacts and Relationships

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

1. Relationship with Trade Operatives
2. Relationship with other Planners
3. Relationship with Responsive and Planned Supervisors to ensure timely return of information
4. Relationship with Processors

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p>	<p>Budget Holder:</p> <p>Responsibility:</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Signatory up to £500</p>
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Values & Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

Data Protection: In accordance with the provisions of the Data Protection Act 2018, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	