



Job Description and Person Specification

Job Title	Operational Resource Planner
Job Grade	NCC grade D
Reports to	Business Services Manager
Direct Reports	n/a
Other Resources	n/a
Role Purpose	To support the Business Services Manager in the delivery of a comprehensive and efficient repairs service to customers. To be responsible for overseeing and scheduling the workload of trades colleagues and/or contractors by allocating and organising work through the relevant processes to maximum efficiency of resources to meet defined key performance indicators.
Key Accountabilities	• Co-ordinating variable numbers of appointments/or works packages on a daily basis from start to finish ensuring these meet the directorate specific targets. • Daily diary scheduling for numerous trades colleague/contractors, producing supplementary documentation as required such as works specification orders. To deal with all unavailable appointment periods by re-organisation of work to other trades colleagues/contractors and negotiation with tenants as required. • To monitor, maintain and update electronic/manual appointment diaries to ensure effective management of appointments and ensure target/timescales are met. • To deal, on a daily basis with emergency jobs, non-appointed tasks, variations, follow-on jobs, carded, cancelled and suspended jobs, making sure relevant systems are updated. • To effectively plan, organise, allocate and alter appointments for trades colleagues/contractors through the appropriate process or system, reporting progress/performance to the line manager. • To run service delivery reports as and when required and highlight any operational failures. • To forward plan with the Repairs Service Manager, ensuring goods and services are ordered if required and the diaries and route maps are being used to their full potential. • To utilise the facilities of the relevant systems to ensure



	maximum benefit is obtained and areas for improvement are identified. • To identify and/or report discrepancies which could affect performance, targets or service delivery with the appropriate manager. • Provide a robust administrative support service to the team including responding to correspondence and telephone calls, inputting and accessing computerised information and maintaining accurate and concise manual records. This may also include carrying out Business Services Assistant duties in addition to own workload to cover sickness, annual leave and flexi. • To support meetings where necessary, including coordinating agenda items, taking minutes and distribution of documentation. • To maintain appropriate databases/spread sheets for the service area, updating current information. • Support the induction and training of new team members relating to systems or administrative procedures and report progress to managers • Ensure all trades colleagues' absences are recorded and entered onto the Opti-time system, reviewing schedules regularly and where necessary re planning and allocating work to other trades colleagues. • Identify any anomalies and system failures associated with Opti-time, TOTAL and mobile network and reporting these to the IT department. • Carry out data cleansing of all works order management systems on a monthly basis or as and when required to clear PDAs. • To support the line manager in undertaking basic project work under supervision. • To maintain individual performance in order to achieve service area and company targets. • To ensure that operational processes and procedures are adhered to. • To contribute to the effective running of the service area through attendance at meetings and training events as required.
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	• To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed. • To maintain up to date tenant profile information and ensure confidentiality of customer information within Data Protection and any other relevant legislation and guidelines. • Monitor out of hours Trade Colleagues work sheets to ensure achievement of Key Performance Indicators, customer satisfaction and value for money. • Assist the Customer Relationship Officers in dealing with customer complaints, in accordance with the Customer Complaints Procedure. • Other duties which are broadly consistent with the job description and level of the post. GENERIC RESPONSIBILITIES: • Demonstrate and promote excellent standards of customer care in the context of Nottingham City Council's vision, goals and values, to uphold the equality and diversity policy and to participate in training activities necessary to your post. • Adherence to standing orders, financial regulations and health and safety standards. • Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through tenant involvement activities.
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Signed by post holder:.....

Date:.....


PERSON SPECIFICATION – Operational Resource Planner

Requirements	Essential – E Desirable - D
Experience and knowledge	
Proven experience of coordinating, managing and maintaining appointments and diaries of large teams within a fast-paced and pressurised environment.	E
Administration experience	E
Working with computerised and manual office systems	E
Communicating directly with members of the public	E
Working to tight deadlines and key performance indicators	E
Providing administrative functions	E
Must be able to demonstrate a good standard of numeracy and literacy both verbally and in writing	E
Understanding of service delivery needs of a multi-cultural society and its relevance to work with NCCHS.	D
Aware of the service provided by NCCHS	D
Skills & Abilities	
Proven ability to work in a pressurised environment under own initiative	E
Ability to use computer software programmes to ensure validity of data and input relevant data	E
Experience of working in an environment that must demonstrate value for money	D
Excellent organisation and prioritisation skills including managing manual and computerised diaries for teams	D
Good interpersonal skills and a proven ability to communicate effectively at all levels	E
Ability to develop and present written or verbal information in a clear and concise manner	E
Ability to demonstrate effective communication face to face, in meetings, by email and on the telephone when dealing with a wide range of customers including tenants, colleagues etc.	E
Proficient in the use of common Microsoft Office programmes to produce documents such as letters, memos, reports etc.	E
Knowledge and experience of using IT as an analytical and management tool	E
Qualifications	
NVQ Level 2 in Business Administration, Customer Service or an ICT discipline or relevant experience.	E
Behaviours	
Ability to work effectively as part of a team.	E
High levels of professional and personal integrity	E
Positive, professional attitude to getting things done	E
Focused on reaching resolutions to issues	E



• Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Council's equality and diversity policy	E
• Ability to challenge discriminatory attitudes, statements and behaviour	E