


Job Description and Person Specification

Job Title	Works Planner
Job Grade	NCC grade D
Reports to	Office Manager
Direct Reports	n/a
Other Resources	n/a
Role Purpose	To be responsible for overseeing and scheduling the workload of the Craft Operatives and/or Contractors by allocating and organising work through the relevant process. To ensure that all work streams within property services are effectively arranged to maintain efficient service provision. Provide administrative support to the service area team in coordinating work to be undertaken.
Key Accountabilities	• Each individual Planner will be responsible for co-ordinating variable numbers of appointments/or works packages on a daily basis from start to finish ensuring these meet the section specific targets such as the 4- or 8-hour appointment • To be responsible for undertaking daily diary scheduling for numerous operatives/contractors, producing supplementary documentation as required such as daily run sheet or works specification orders. To deal with all unavailable appointment periods by re-organisation of work to other operatives/contractors and negotiation with tenants as required. • To liaise with operatives/contractors and operational managers by telephone throughout the day, to ensure that all appointments and target dates are met and key performance indicator targets achieved. • To coordinate the work for operatives/contractors and liaise to ensure that tasks are prioritised and completed effectively within key performance targets. • 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 receive back, run sheets/works orders from each operative/contractor on a daily basis, making sure they match with the information entered onto the system the previous day and completing jobs on the relevant system. • To effectively plan, organise, allocate and alter appointments



	for craft operatives/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 operational 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 occasionally be responsible for another Planners' operatives/contractors as well as your own in times of sickness, annual leave and flexi. • 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. • To be conscientious and dedicated to give full commitment to this key role as a Works Planner. • To represent the company in a professional manner at all times. • To support meetings where necessary, including coordinating agenda items, taking minutes and distribution of documentation. • To maintain appropriate databases/spreadsheets 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 • To use computerised record keeping and performance management systems to ensure that all monitoring and performance returns are completed to the required standard and are submitted accurately and on time. • To support the line manager with monitoring, recording and maintaining attendance records & timesheets, both electronically and manually for the service area as and when required. • To raise orders and requisitions for the section, in accordance with Financial Regulations. To obtain the requisite number of quotations and monitor performance of suppliers to ensure best
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	value is achieved. • 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 promote excellence in the delivery of a customer focused service. • 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. • 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. • Other duties which are broadly consistent with the job description and level of the post.
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July 2023

Signed and agreed by the post holder.....

date.....


PERSON SPECIFICATION – Works 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 passed pressurised environment - Administration experience - Demonstrated firm but fair approach to managing, customer services and relationships, whilst maintaining a professional attitude - Proven ability of providing a comprehensive administration service.	E D E D
Skills & Abilities	
- Excellent organisation and prioritisation skills including managing manual and computerised diaries for teams - Ability to use computer software programmes to ensure validity of data and input relevant data - Experience of working in an environment that must demonstrate value for money - Good interpersonal skills and a proven ability to communicate effectively at all levels - Ability to develop and present written or verbal information in a clear and concise manner - 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 - Proficient in the use of all Microsoft programmes to produce documents such as letters, memos, reports etc - Knowledge and experience of using IT as an analytical and management tool - Proven ability to work in a pressurised environment under own initiative	D E D E E D E E E
Qualifications	
National Vocational Qualification (NVQ) Level 3 in Administration or Computer Literacy and Information Technology, Royal Society of Arts, Oxford & Cambridge Schools (CLAIT or RSA II or OCR) in Word processing, Spreadsheets, Databases A Candidate not possessing the qualifications listed above but with a substantial and clearly established track record of success in administration may also be considered. However, a successful candidate would be expected to achieve a level of personal development within an agreed timescale commensurate with this role	E
Behaviours	
Ability to remain self-motivated whilst effectively managing a diverse workload under pressure to meet specified targets and deadlines	E



• Ability to make accurate and timely decisions, often in pressurised situations and to act tactfully and with sensitivity and courtesy at all times	E
• Demonstrated self-motivation, and able to work with minimum of supervision	E
• Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required	E
• Ability to work effectively as part of a team.	E
• Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NCC's Equality, Diversity and Inclusion strategy and objectives.	E
• Ability to challenge discriminatory attitudes, statements and behaviour.	E