

JOB DESCRIPTION

JOB TITLE:	Resource Planning Officer
RESPONSIBLE TO:	Resource Planning Supervisor
DEPARTEMENT/ SECTION:	Trwsio
SALARY (£):	Grade 7

MAIN PURPOSE OF THE JOB

Scheduling resources over the period of days to weeks to ensure that tenants are given an excellent service and that the resources are used efficiently.

Liaise directly with the workforce and management to ensure the effective use of resources in terms of ensuring the operatives times is fully achieved.

To develop a value for money customer focused service by doing things right first time and being true to our word and delivering Health, Safety, Quality and Environmental Excellence (HSQE) in partnership with Customers, Staff and Service Providers.

KEY RESPONSIBILITIES

- Deliver services consistently in accordance to Adra's code of conduct, Equal Opportunities and Dignity at Work policies and procedures within daily operations.
- To complete tasks to the relevant quality standard and to ensure work is carried out within agreed targets and timescales.
- To undertake duties in accordance with the Adra's service standards.
- To comply with Health and Safety legislation and Adra's Health and Safety procedures.
- To contribute to the achievement of Adra's performance management framework especially personal objectives.
- To ensure information is used in accordance with the Data Protection Act and any other legislative guidelines.
- To work as a member of an empowered team with a sense of collective responsibility and purpose and to provide support and advice to colleagues.
- To provide effective internal and external communications.
- To promote and practice a high standard of customer care.
- To comply with all Adra policies and procedures.
- To advise relevant managers about possible current and future service needs to ensure that all resources (financial, people and assets) are adequately planned for and managed.
- Advise tenants how to carry out simple repairs themselves, advising on immediate actions required to 'make safe' prior to a tradesperson calling e.g. gas escapes, electrical problems etc.
- Raise/Schedule work orders on repairs database for urgent and emergency works as well as specified minor repairs including allocating appropriate schedules of rates and job priorities.

- Provide technical advice and support to members of the customer call centre on building maintenance issues and in dealing with all calls into the Section.
- Develop a relationship with the teams to ensure the business changes are embraced and be the key link between the Call Centre, tenants and the Repairs & Maintenance Teams.
- Carefully examine incoming works on the resource-planning database and allocate to appropriate tradespersons, taking account of priority, material/plant requirements, and impact on other trades, existing workload, location, sickness etc.
- To liaise with the Service Managers and Working Supervisors to ensure that materials are available as required.
- To liaise with other members of the department as necessary in order to carry out the duties of the post effectively e.g. waste management for skips or hazardous chemical/ asbestos matters, public works for drainage/civil engineer works etc.
- To ensure that the tradespersons communicate in a timely and accurate manner about the progress of work, in order to schedule their work in view of tenants' requirements.
- Ensure that the teams' diaries are fully optimised at all times including programming for sickness, holiday etc. cover.
- To re-schedule jobs in the event of an unplanned absence of a tradesperson, and to contact the tenant directly to agree any changes.
- To communicate any changes / updates directly with the affected tenants and, in a non-mobile environment, with the tradesperson.
- To communicate with the Service Managers/Working Supervisors about matters of work quality, timeliness and potential HR issues, including sickness, concerning the tradesperson.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

PERSON SPECIFICATION		ESSENTIAL/ DESIRABLE
QUALIFICATIONS		
GCSE Maths and English grade A-C, or equivalent		E
NVQ3 or equivalent in a relevant business/administration discipline		D
EXPERIENCE, KNOWLEDGE AND SKILLS		
Excellent Communication and organisational skills and committed to delivering an excellent customer service.		E
Ability to use Microsoft Office (Word, Excel, Outlook etc.)		E
Organisation skills including ability to manage time effectively		E

Ability to work accurately under pressure	E
Experience of working in an office environment undertaking a variety of administrative tasks	E
Awareness of repairs and maintenance issues relating to housing	E
Experience of maintaining systems and procedures, and an understanding of project monitoring	E
Experience of working in partnership with other organisations	E
OTHER	
The Postholder may be required to work unsocial hours as and when the service requires.	E
LANGUAGE REQUIREMENTS	
The ability to communicate fluently through the medium of Welsh and English.	E