

Yorkshire Housing Role Profile

Job title:	Resource Planner	Leader of others:	No
Reports to:	Resource Planning Team Leader	Contract type:	Agile-Homeworking
Business Area	Repairs and Investment Delivery	Budget holder?	No

Job purpose

You'll be responsible for the planning and scheduling of resources to deliver an efficient and reliable responsive repairs and maintenance service for our customers.

You will ensure that we always have a fully productive team, who have the right information, materials, equipment and support to resolve most repairs at the first visit.

You'll speak to our customers and colleagues and problem solve to ensure our customers and our repairs team have a smooth fantastic experience. You'll take pride in the service you and the team provide and do the right thing, not the easy thing, and always put the customer at the heart of what you do.

Key responsibilities

You'll schedule responsive repairs work and allocate to in-house teams, being proactive, always horizon scanning, delivering dynamic, agile and efficient diary management, factoring in real time changes or any unforeseen events to limit any impact to customers and ensuring services are delivered in an efficient way

You'll respond to emergency repairs identified by repairs colleagues and make necessary changes to scheduling to allow sufficient time for this to be carried out.

You'll schedule gas, electrical and other compliance checks, in according with the Empty Homes timetable.

You'll schedule caretakers and Environmental Services operatives to complete BAU work as well as to complete ad hoc requests generated by customers.

You'll flex to business needs and Resource Plan activities that arise.

You'll be a trusted point of contact for customers, providing prompt, professional and accurate information. You'll make outbound calls and take in-bound calls to provide upcoming appointment reminders and make necessary changes to scheduling in response to customer requests or cancellations.

You'll maintain the resource planning tracker and other key information on various systems of scheduled work with accurate and up to date information.

You'll work with and liaise with repairs colleagues and their Team Leaders to ensure they are achieving key KPI's and customer satisfaction.

You'll have strong relationships with our materials suppliers to ensure materials are supplied to service level agreements/ contract terms to meet our timescales for repairing homes.

You'll ensure any associated resources or third parties required to complete works, sub-contractors, additional trades are co-ordinated effectively.

You'll communicate effectively with service managers to ensure clear information is provided around planning, forecasting and scheduling. This includes delivering information at meetings, highlighting recommendations in a clear and understandable format for all levels.

You'll embrace a culture of continuous improvement, constantly scanning for ways to deliver a better service for our customers. You'll flexibly work across the whole of the repairs service, developing knowledge in relation to our geography and other operational challenges.

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed

What you'll bring to the role

The main things:

- You'll have a strong track record speaking to customers and have an in depth knowledge of repairs or a similar function. Ideally gained in Social Housing.
- You're customer focused, and passionate about providing a fantastic experience for every customer that meets their unique needs.
- Experience in using Microsoft Office at an intermediate level
- You're results-focused and passionate about getting things right first time.
- You're a natural problem solver and fast decision-maker, and can react and respond quickly as situations and priorities change.
- You'll have excellent attention to detail, planning and organisational skills.
- You'll have an understanding of geographical location and subsequent travel times within the area you cover and an awareness of commercial efficiency.
- You're able to juggle multiple priorities at once and manage your time effectively.
- You take pride in providing a consistently high-quality Resource Planning service for operatives and customers, taking ownership of issues and not leaving it to others.
- You have good interpersonal skills and can build strong working relationships based on trust and respect.
- You'll be able to demonstrate taking ownership with dealing with different stakeholders and resolving issues to get great customer outcomes.

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.