

Yorkshire Housing Role Profile

Job title:	Resource Planner	Leader of others:	No
Reports to:	Repairs Team Leader	Contract type:	Fixed Base
Business Area	Swarcliffe PFI	Budget holder?	No

Job purpose

To plan, schedule and manage the Repairs operative's diaries. Ensuring supply meets customer demand and service targets. Managing operatives' diaries, making changes where necessary to make efficiencies for the benefit of the customer and to achieve value for money for Yorkshire Housing. To work with materials supplier to confirm parts availability to operatives in line with customer appointments, to maximize first time fix rates and minimising the number of merchant visits.

Key responsibilities

- To plan, schedule and manage Operatives diaries efficiently and effectively, ensuring the expectations of the customer are met and all relevant PFI contractual targets relating to the service are achieved.
- Provide effective diary management to ensure maintenance operative's productivity targets and value for money are achieved.
- To understand the varied repairs and maintenance works undertaken by the Swarcliffe PFI repairs team, the associated materials and the related health and safety aspects necessary when managing the diaries.
- 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 contractual requirements.
- Ensuring the relevant systems are updated with all training, sickness and holiday periods, training, one to ones, team meetings.
- To liaise with operatives and management to ensure they are achieving their daily work schedules.
- Ensure any associated resources required to complete works, for example Surveyors, sub-contractors, additional trades are coordinated effectively.
- Communicate effectively with management 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.
- The ability to communicate effectively at all levels commensurate with the role, both verbally and in writing.
- Pro- actively plot demand versus requirements to identify opportunities to make best use of resources and to meet customer demand and Swarcliffe PFI contract requirements.
- Maintain effective relationships with materials supplier to ensure materials availability and collection are factored into the operatives diaries, contributing towards achieving high volumes of first time fix.
- Possessing excellent customer service skills and making sure that the customer is kept informed at all times

- Understand the geography of the areas operated in and apply this knowledge to ensure the IT systems used are as efficient as they should be.
- Understand the skill sets of operatives and ensure the IT systems used are utilising resources effectively.
- To support managers and colleagues in delivering excellence in all aspects of customer service delivery across the Directorate, by embedding good practice and identifying areas for improvement in services.
- Carry out other duties that may reasonably fall within scope

What you'll bring to the role

The main things:

- Good understanding and experience of resource planning in a contact center environment.
- Excellent communication and interpersonal skills.
- Experience in using Microsoft Office to an intermediate level.
- Track record of promoting value for money and efficiency.
- Proven experience of report writing.
- Excellent analytical skills.
- Knowledge and understanding of the type of repairs undertaken by direct labour organisation.
- Develops and maintains excellent relationships with colleagues
- Excellent problem solving skills, acts fast and makes great decisions for the benefit of the customer experience

It would be a bonus if you have:

- Relevant professional qualification in resource planning or specific training in this area.
- Good understanding of the Housing sector and associated services

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.