

Yorkshire Housing Role Profile



**Yorkshire
Housing**

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

Job purpose

Along with your skilled team of Resource Planners, you'll focus on driving the most effective use of operatives and maximise productivity at all times to allow us to meet and exceed our customer's expectations.

You'll also support Yorkshire Housing to remain compliant with Health and Safety requirements through the scheduling of compliance checks.

You'll motivate your team to take pride in the service they provide, do the right thing, not the easy thing, and always put the customer at the heart of what they do.

Key responsibilities

People management responsibilities

You'll provide day-to-day people management for your team. This involves being a key trusted contact for all queries, ensuring your team feel supported, valued and listened to and cascading important communications to keep your team in the loop with business news.

You'll manage the workload across your team, ensuring Resource Planners are set up for success by maximising productivity of our in-house team. Ensuring they have all the information, materials and support required to complete most repairs at the first visit.

You'll proactively identify performance concerns within your team and put the right steps in place to positively manage these issues, escalating to Repairs Business Support Manager if required.

Operational responsibilities

You'll provide technical expertise to your team, providing direction and advice on scheduling issues when required.

You'll work closely with other support functions e.g. fleet management, learning and development to maximise the productivity of Yorkshire Housing operatives.

You'll have strong relationships with our material suppliers to ensure they meet their KPI's and ensure we can complete repairs on time and to the customer's satisfaction.

You'll oversee the tracker of scheduled work and make sure it is kept up to date, accurate and provides a clear audit trail.

You'll be the point of contact for escalations from the Compliance Administration team.

You'll be the point of contact for escalations from Yorkshire Housing customers who have a query about their appointment.

You'll proactively work closely and collaborate with stakeholders to ensure a smooth resource planning function this includes collaborating and implementing on changes of process and procedure.

You'll ensure that the team is ready for change and meet evolving challenges such as Damp & Mould and other tasks ensuring jobs are resource planned to meet internal and external targets.

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 an in-depth understanding of repairs and maintenance and have experience working in a similar role.
- Ideally you have already managed a team, but as a minimum you can demonstrate coaching and leading colleagues who delivers a service in a front-line repairs or a similar function.
- You're a natural problem solver, and can react and respond quickly as situations and priorities change.
- You'll have excellent attention to detail, planning and organisational skills.
- You're able to juggle multiple priorities at once and manage your time effectively.
- You're a great delegator, and a 'big picture' thinker. You're able to view the entire Repair service at a high level and understand what is needed to keep the wheels moving.
- You're a real people person, and a great communicator. You can create trust and build strong relationships with a variety of stakeholders as well as customers.
- You're customer focused, and always put the customer experience front and centre, and take ownership and responsibility to issues in order that they get resolved.
- You can empathise and provide 1-2-1 support to your team when required.
- You take pride in providing a consistently high-quality Resource Planning service, and can identify quickly when and why standards may slip.
- You're passionate about people development, and are always looking to push people to the next level and enhance their skills.

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.

