**Job Description**



|  |  |  |  |
| --- | --- | --- | --- |
| Job Title | Reactive Repairs Planner | Directorate | Housing & Communities  |
|  |  |  |  |
| Post Number | DAC241 | Division | Housing Maintenance  |
|  |  |  |  |
| Grade | 6 | Salary | £27,711-£30,060 | Section | Operations – Planning & Admin |
|  |  |  |  |

|  |  |
| --- | --- |
| Reports To | Team Leader |

|  |
| --- |
| **Purpose of the Job** |
|  |
| To assist in providing a professional customer focused planning service within the Housing Maintenance Team. To programme and deploy a responsive workforce to ensure reactive repairs are scheduled and completed within relevant service standards and appointments are made and kept and work is completed right first time. To provide administrative system support in a number of functions to operatives and managers within the Housing Maintenance Team. |

|  |
| --- |
| **Specific Accountabilities** |
|  |
| * Receive and process calls from a range of other departments wishing to report or make enquiries regarding a wide range of responsive repairs.
* To take follow up action in respect of calls received liaising with customers and issuing work to trade colleagues, contractors and a wide range of council departments.
* To refer all calls and queries regarding daytime emergencies to the appropriate areas/teams operations officers.
* Process all reports in an accurate and timely manner.
* Act as point of contact for on-site staff/managers and maintain a log of their whereabouts both for safety, workload management and audit purposes.
* Receive repair requests, to diagnose using skills, training and IT systems, establish the reason for the request, its urgency and to take prompt and appropriate action in accordance with policy procedures and instructions.
* Respond to any enquiry, including making appropriate referrals to other Housing or Council services.
* Maintain a comprehensive knowledge of all data bases and software used within the Department including any amendments.
* To be responsible for undertaking daily scheduling of operatives including resource levelling and reassigning tasks where necessary.
* Ensure workforce holidays/absences are entered into the systems.
* Liaise with other planners or Business Support Co-ordinators ensuring there is no conflict with schedules.
* Respond to Council wide emergency calls for repairs, public buildings, schools, council offices, highways, urban environment etc.
* Be prepared to work in different teams to ensure staffing levels are maintained.
* Contact customers, or their representatives in order to provide information or convey updates on repair updates and to manage appointments.
* Effectively manage a range of IT systems to monitor and control all work carried out including completion dates, whilst ensuring appointments for work are arranged and kept and target times and service standards are maintained.
* Regularly liaise with operatives/contractors to monitor progress of work to ensure schedules are not at risk and take corrective action by moving recourses to suit service demands when necessary.
* Identify non-standard material requirements and pre-notify operatives accordingly to ensure appointments are kept and “right first time” principles are maintained.
* Closely liaise with officers as requested to prioritise work schedules and project sequences to respond to resource availability and service demand.
* To be willing and able to adhere to work patterns and act as directed by the Team Leader to ensure sufficient operational cover is provided between the hours of 8am and 5pm Monday to Friday.
* To plan and manage daytime emergencies whilst ensuring KPI’s are adhered to.
* Ensure all Health and Safety and Lone working procedures are adhered to.
* Manage availability of operatives by consulting with officers to ensure that as a result of leave requests or other absence that adequate cover is maintained to ensure business continuity.
* Liaise with officers to ensure specialist materials are ordered; scaffolding and joinery requests are sent and actioned promptly, chasing any officers for supply of materials to enable outstanding works orders to be completed within target times, whilst keeping the customer updated to the progress.
* Monitor the delivery of specialist materials such as joinery and glass.
* Raise orders and send requests through to contractors, ensuring affective communication between the contractor and the tenant, through to the resolution of the repair.
* Managing operative’s diaries, driving maximum productivity to maximum levels ensure operatives productivity is maintained throughout the working day.
* Ensuring orders are processed correctly by operatives to maximise productivity and achieve KPI’s causing minimum impact to the financial year end.
* Vehicle Management – Ensuring daytime/OOH operatives have access to an appropriate vehicle at all times, taking into account; servicing, MOT’s, stock checks and ensuring all systems and departments are updated with driver records.
* Monitoring appointment availability across the borough to ensure lead times are kept to a minimum and moving resource when necessary.
* Support operatives with IT / system and handheld problems, resolving minor issues and reporting to ICT.
* Being aware of and schedule work in accordance to health and safety regulations and asbestos awareness to ensure operatives are adhering to current policies and procedures.
* Liaise with other departments or contractors to utilise all available resources to ensure appointments are kept and customer’s expectations are managed.
* Raising/scheduling evictions whilst liaising with housing managers and bailiffs to ensure all evictions are attended to at the specified time and operatives are provided with the relevant risk assessments.
* Assist the officers in dealing with queries regarding materials ordered, ensuring adequate materials were ordered to reduce overspend and ensuring material costs have been claimed back through relevant systems.
* To assist in the training and development of team members when required including agency workers.
* Sending ‘Engineer Request’s’ to manufactures for items that have failed but within the warranty period.
* Constantly checking to update the status of a job issued to Operatives and Contractors in Servitor and DRS and update Databases and spreadsheets.
* Responsible for the management of significant information management systems.
* Carry out any other duties commensurate with the nature of the post.
 |

|  |
| --- |
| **Key Accountabilities*** To be accountable for and promote equality, diversity and community cohesion to meet Council, Directorate and Service objectives. All employees have a responsibility not only for their own behaviour, but also for others regarding equality of opportunity. Any incident must be reported.
* To participate in a Performance Review and Development meeting and undertake a plan of training where necessary. Develop his/her own skills and expertise in a professional manner.
* In addition to all the responsibilities listed above, all employees must be flexible in their approach and undertake other duties that are commensurate with post holder’s level, wherever they may be, to achieve the objectives of the Directorate.
* To represent the Council and Directorate in a professional manner meeting the Corporate and Directorate aims. To comply with Directorate and Corporate policies.
* If appropriate to be responsible for the recruitment and performance management of designated teams and individuals in accordance with Corporate and Directorate aims and management style.
* To comply with the council’s financial regulation and standing orders
* To actively promote Dudley’s commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults at a level appropriate to this group.
* Employees must comply with health and safety legislation and will be required to comply with the Council’s Health and Safety Policies. All employees must ensure that they take reasonable care of their own health and safety as well as the health and safety of any person that is affected by their actions.
* To be responsible for adhering to legislative requirements and Council Policies and Procedures including, but not exclusively health & safety, Data Protection and Internet/Email use.
* As an employee you must comply with the requirements of the Health and Safety at Work Act 1974 and affiliated regulations. You are also required to comply with the Council’s Health and Safety Policies and take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions. Where the Council has a statutory duty with regard to health and safety you are required to cooperate with the Council and it’s managers and officers so far as is necessary to enable the Council to meet that duty. This includes using equipment and substances in accordance with training and instruction and the reporting of serious dangers to your own or others safety. As an employee you shall not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare.
 |
|  |  |
| Special Conditions | Driving Licence will be subject to checking with the DVLA. It is a council requirement to have Business Use Car Insurance and a valid MOT certificate (For cars over 3 years old)  |
|  |  |
| Car Allowance | Mileage  |
|  |  |
| Prepared By(Section/Mgr) | Noel Creaton  |
|  |  |
| Review Date  | June 2021 |