**Person Specification**



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| --- | --- | --- | --- |
| 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 |

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| Criteria (Essential) Assessment By

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| --- | --- | --- | --- |
| Experience | Application | Interview | Tests |
| Extensive experience of working within a housing repairs and maintenance organisation | ✓ | ✓ |  |
| Extensive experience of scheduling, arranging and allocating works or projects for trade operatives and contractors | ✓ | ✓ |  |
| Extensive experience of co-ordinating, sequencing and planning resources, plant and materials  | ✓ | ✓ |  |
| Significant working experience of the delivery of front line services to customers. |  | ✓ |  |
| Significant experience within a Building /Contracting/Social Housing environment |  | ✓ |  |
| Extensive knowledge of using ICT systems to undertake dynamic workforce and order management, including Northgate Housing, Civica (Servitor) & Kirona (DRS) | ✓ | ✓ |  |
|  |  |  |  |
| Qualifications & Training |  |  |  |
| Good standard of basic education i.e. qualifications to GCSE Grade C and above in maths and English language, or equivalent | ✓ | ✓ |  |
| NVQ level 3 qualification in contact centre operations/ customer service or Business Administration, or willing to work to-wards. | ✓ | ✓ |  |
|  |  |  |  |
| Practical Skills |  |  |  |
|  |  |  |  |
| Able to demonstrate a clear understanding of good customer relations | ✓ | ✓ |  |
| Excellent interpersonal and communication skills | ✓ | ✓ |  |
| Problem solving, forecasting and foresight |  | ✓ |  |
| Able to prioritise and manage own workload and those of others | ✓ | ✓ |  |
| Able to demonstrate a flexible and solution focused approach |  | ✓ |  |
| Able to predict and identify scheduling conflicts, and develop customer focussed solutions while maximising business efficiency |  | ✓ |  |
| Personal Qualities and Attributes |  |  |  |
|  |  |  |  |
| A knowledge of Equality & Diversity issues |  | ✓ |  |
| Ability to motivate, supervise, support, mentor and monitor trade colleagues. |  | ✓ |  |
| Effective problem solving skills, foresight and initiative |  | ✓ |  |
| Highly effective interpersonal and communication skills with a range of audiences. | ✓ | ✓ |  |
| Highly self motivated and ability to motivate others to meet the business’ objectives. | ✓ | ✓ |  |

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| Prepared By | Noel Creaton  |
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| Review Date | June 2021 |