Your role is to plan a large number of appointments per to ensure the diaries of a number of trades colleagues are effectively managed and customers are aware of their appointments.

**Customer Repairs Planner**

You will use DRS and other planning software to ensure resource is deployed to achieve maximum efficiency, deliver excellent customer service and ensuring key performance indicators are achieved.

**What are my key responsibilities?**

To deliver excellent customer service for diary scheduling for customers repairs using the DRS scheduling system.

Liaise on a daily basis with colleagues to deal with and rectify queries on available and unavailable appointment slots.

Excellent proactive communications with customers and colleagues in a fast paced environment.

To be first point of call for Customer Services colleagues if a work scheduling or appointment problem occurs.

Liaise with customers and colleagues throughout the day, to ensure that all appointments and target dates are met.

To deal, on a daily basis, with emergency jobs, non-appointed tasks, variations, follow-on jobs, carded, cancelled and suspended jobs, making sure systems (MIS) are updated accordingly.

Carry out regular telephone quality assurance checks on jobs and report back findings.

To forward plan jobs, ensuring necessary materials are ordered if required and the diaries and route maps are being used to their full potential.

Deliver against Key Performance Indicators and individual targets.

**Relationships**

There is no supervisory/management responsibility attached to this post.

You’ll report directly to the Planning Team Leader

You’ll work closely with other Planners, Administrators, Customer Services and Trades Colleagues, as well as Repairs Team Leaders and Home Maintenance Services Managers.

You’ll also liaise directly with customers and subcontractors.

**Role Requirements:**

* A good knowledge and understanding of DRS software or relevant trades-based work planning system
* Significant experience in a customer facing role
* Knowledge of Electronic Data Management Systems
* A qualification at Level 2 in English and Maths
* Ability to multitask using a variety of communication channels
* A good understanding of health and safety legislation
* Good Microsoft Office skills (Outlook, Word and Excel)
* Strong evidence of producing statistical information and reports using computerised and manual systems
* Significant experience of the planning and control of a high volume of work orders
* The ability to review workflows and suggest improvements and efficiencies
* Experience of liaising with sub-contractors and other suppliers to programme jobs
* The ability to work as part of a team as well as on your own initiative
* Strong attention to detail
* Excellent communication skills
* Excellent organisational skills
* Strong analytical skills

You will have a confident and positive approach with the ability to remain calm under pressure and deal with difficult situations in an effective, professional and respectful manner. You will also be self-motivated and accountable with the ability to work across teams

Flexible working is required to meet the demands of the service. Your normal start and finish times may be varied from time to time at the discretion of your manager, and you may be required to work additional hours, in accordance with operational requirements.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develop and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in our 2030 plan identify the behaviours that we expect all colleagues to display at whg.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |