**WREXHAM COUNTY BOROUGH COUNCIL**

**JOB DESCRIPTION**

**DETAILS OF THE JOB**

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| **JOB TITLE**  | Senior Work Planner – Repairs |
| **DEPARTMENT** | Housing and Economy |
| **SERVICE/TEAM** | Housing Responsive Repairs |
| **REPORTS TO (JOB TITLE & JOB ID)** | Responsive Repairs Team Leader |
| **GRADE**  | L07 |
|  |
| **IS WELSH ESSENTIAL or DESIRABLE FOR THE JOB (See Vacancy Management Form) - Criteria:** | **Please indicate as appropriate - Insert a Yes (essential) or No (desirable)**  |
| The post needs to assist welsh speakers – internal employees and/or service users | No |
| Is this a post in which contact with the public is its primary function (external)? | No |
| Is this a post providing a public service in a Welsh language community or will serve a welsh speaking area (Rhos/Ponciau, Glyn Ceiriog, Ceiriog Valley, Coedpoeth, Penycae)? | No |
| **VERSION CONTROL (INSERT DATE OF DEVELOPMENT)** | **14 February 2018** |

SECTION 1: JOB PURPOSE

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| The post is within the Housing Responsive Repairs team and the post holder manages 3 other Work Planners. The Work Planning Team plans repair work for the In-House team of operatives and arranges work through external contractors such as glazing and scaffolding, when required in support of the In-House Team. The post holder will support and train housing repairs staff in the use of the mobile working devices and software. The post holder will deal with low level troubleshooting and report issues as required to ICT for resolution on behalf of operatives.The post holder will deputise for, assist and support the Responsive Repairs Team Leader as necessary and will otherwise undertake duties of Work Planner on a daily basis.  |

**SECTION 2: DIMENSIONS**

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| 1. Working in the Work Planning team to organise and programme work to ensure labour, plant and materials usage is maximised, utilising scheduling systems and management information systems ensuring operatives are kept fully productive throughout the working day.
2. Ensure all work is allocated to operatives making effective use of their core and basic skills developed through multi skill training and utilise all operatives efficiently.
3. Deputise for, assist and support the Responsive Repairs Team Leader as necessary.

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**SECTION 3: PRINCIPAL DUTIES AND RESPONSIBILITIES**

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| **NO.** | **Description of Principal Duty or Responsibility** | **APPROX % Time on each (min 5%)** |
| **1** | To have line management responsibility for the Housing Repairs Work Planning Team including performance management, absence management, training and development, ensuring that the Housing Repairs planning service is delivered appropriately.  | 15 |
| **2** | Maintain regular contact with In-House Team operatives throughout the working day, resolving appointment and job related issues and arranging for any additional requirements to ensure work completion. Reschedule appointments as a last resort when necessary. Ensure emergencies are dealt with throughout the day by redeploying repairs operatives as necessary with minimum disruption to the service. | 15 |
| **3** | Input In-House Team operative’s annual leave, time off in lieu, sickness leave and flexi leave as appropriate into their diaries in Work Scheduling systems and reallocate work to other operatives as appropriate.  | 15 |
| **4** | Check accuracy of worksheets and approve job completions. Ensure all variations are recorded on management information systems and job completions are accurate for work carried out by In-House Team operatives. | 10 |
| **5** | Carry out system administration tasks for the scheduling and mobile working systems when required including changing settings within the system and testing for changes and upgrades as required. Support and train repairs staff in the use of the mobile working devices and software. Deal with low level troubleshooting and report issues as required to IT for resolution when required.  | 10 |
| **6** | Maintain contact with tenants, keeping them informed about work progress being carried out by In-House Team operatives.  | 5 |
| **7** | Liaise with Repairs Supervisors when additional resources are required to meet service demands.  | 5 |
| **8** | Liaise with the Housing Service Centre as necessary to deliver a customer focused and professional repairs service.  | 5 |
| **9** | Support the Responsive Repairs Team Leader to ensure the team effectively plans and appoints all jobs not appointed at first point of call (e.g. staged orders and jobs with large work content). Liaise with Housing Service Centre staff to resolve complex jobs.  | 5 |
| **10** | Liaise with Travis Perkins staff to ensure they have sufficient information to prepare materials in readiness for appointments to be met and to replenish Imprest stock utilised on appointed work. Arrange necessary plant and order any special materials required to complete repairs, liaising with all repair teams to deploy resources into areas of the repair service to maximise productivity and maintain performance, transferring jobs between operatives as required.  | 5 |
| **11** | Assist the Responsive Repairs Team Leader to manage staffing resources to provide cover on a rota basis to 5pm and when required for the Work Planning Team through service demand increases, holidays, meetings, training or sickness.  | 5 |
| **12** | Assist with providing information to reply to all complaints including re-charge review requests, liaising with Managers and ensuring complaints are dealt with in accordance to our response handling times. | 5 |

**SECTION 4: CONTEXT STATEMENT**

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| This post is within Housing Repairs which is responsible for repairs to 11,200 council houses and 1,600 garages. The team has a Senior Work Planner and 3 x Work Planners and is responsible for around 23,000 repairs and around 600 out of hour’s repairs per year planning work for around 34 operatives. The post holder will deputise for, assist and support the Responsive Repairs Team Leader as necessary and will otherwise undertake duties of Work Planner on a daily basis.  |

**PERSON SPECIFICATION**

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| **Job Title** | Senior Work Planner - Repairs |
| **Job Evaluation ID** | 2564 |
| **Grade** | L07 |

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| **Requirement** | **Essential** | **Desirable** | **Measured by\*** |
| **Qualifications** |  |  |  |
| HNC in Business Studies or equivalent | **✓** |  | **F.C** |
| Supervisory/Management/Leadership NVQ level 2 or commitment within 18 months | **✓** |  | **F.C** |
| City & Guilds Trade Qualifications or equivalent experience |  | **✓** | **F.C** |
| **Specialist Knowledge** |  |  |  |
| Experience in Administration | **✓** |  | **F.I** |
| Experience of Scheduling with IT system | **✓** |  | **F.I.R** |
| Responsive Repairs environment | **✓** |  | **F.I** |
| Supervisory Experience  | **✓** |  | **F.I.R** |
| **Practical and Intellectual Skills** |  |  |  |
| Ability to communicate in Welsh |  | **✓** | **F.I.R** |
| Able to provide clear leadership | **✓** |  | **F.I.R** |
| Ability to communicate at all levels of an organisation | **✓** |  | **F.I** |
| Ability to work under pressure and to deadlines | **✓** |  | **F.I** |
| Knowledge of plant and materials | **✓** |  | **I** |
| Knowledge of the building and maintenance trade | **✓** |  | **I** |
| Good Organisational skills | **✓** |  | **I** |
| Computer literate | **✓** |  | **F.I** |
| **Personal Attributes** |  |  |  |
| Ability to deal with customers and colleagues tactfully | **✓** |  | **I** |
| **Personal Circumstances** |  |  |  |
| Ability to travel across the County Borough to carry out work (e.g. attend meetings / visit clients or work sites) | **✓** |  | **I** |
| **Equality** |  |  |  |
| Knowledge of and commitment to Equality and Diversity | **✓** |  | **F/I** |
| Understanding of the importance of Welsh Language and Culture | **✓** |  | **F/I** |

\* Each of the requirements specified must be measurable. Please indicate the approach that will be taken to assess whether applicants meet the requirements:

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| F | Job Application Form |  | C | Certificate of Qualification |
| I | Interview |  | T | Test |