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**Belle Isle Tenant Management Organisation**

**Job Description**

**Job Title: Estate Services Planner**

**Grade: C1**

**Job Purpose:** To ensure the effective scheduling of caretaker and handyperson resources in order to deliver safe, high quality services with a drive to achieve results right first time, customer satisfaction and maximise productivity.

**Responsibilities**

To plan and ensure that periodic inspections are carried out effectively, all data recorded and system held records updated. Record all repairs and works carried out by the caretakers and handyperson so that productivity and costs can be analysed. Produce productivity and cost reports. Produce contractor KPIs.

To allocate and monitor work to trade contractors as appropriate.

To allocate, monitor and process subcontractor orders and payments up to a value of £10k.

To use a variety of IT systems including Microsoft, Keystone, CX, Cats (CRM), Mears (MCM) repairs database.

Monitor progress of work ensuring operative productivity levels are of an acceptable standard.

To liaise with other colleagues to ensure the most effective use of materials, workforce and sub-contractors continually driving a value for money, customer focussed service.

Undertake ordering of materials, plant and equipment as requested.

Monitor performance and provide information to team leaders and managers when required.

Ensure appropriate safeguarding reporting procedures are adhered to.

Ensuring that relevant H&S information is considered prior to allocating work.

To ensure all activities are delivered in accordance with all legal and regulatory requirements and in line with BITMO’s policies and procedures.

To effectively liaise with customers, and external stakeholders to ensure all repair related issues are identified and any specific requirements are adhered to. Ensuring an efficient programming service is offered to improve customer satisfaction.

To work flexibly across the BITMO organisation to respond to service priorities as needed. To be flexible and adaptable to change to assist by undertaking duties as required commensurate to grade

To actively participate in appraisal, training and development activities as necessary to ensure up to data knowledge and skills including attending and contributing to regular toolbox talk with operatives and supervisors.

Maintain a high level of personal effectiveness and uphold and promote the name and reputation of Belle Isle TMO and operate in accordance with the BITMO Code of Conduct.

To ensure effective positive and open relationships with colleagues, supporting people to feel motivated and engaged in the values, vision and direction of the service.

Be aware of and support difference and ensure equality for all working in an anti-discriminatory manner, upholding and promoting equality, diversity and equal opportunities through appropriate behaviour and professionalism.

To contribute to workforce planning and support change management activities including organisational development as required.

To improve own practice through observation, evaluation, discussion with colleagues and development programmes.

Contribute to the overall ethos, work, and aims of BITMO by attending relevant meetings, training days/events as requested.

Be aware of and comply with BITMO’s policies and procedures e.g. health, safety and security, confidentiality and data protection reporting all concerns to an appropriate person

The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post commensurate with the job evaluation outcome for this post.

**PERSONAL SPECIFICATION**

**ESSENTIAL REQUIREMENTS:** It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements

**Skills Required**

Time management and planning.

Able to schedule resources effectively to maximise productivity and value for money of the caretaker service.

Excellent IT and organisational skills, ability to use Excel and Word to intermediate standard or be trained to do so.

Able to provide effective direction and coordination regarding resources, workloads, processes and projects

Able to monitor performance effectively

Able to develop productive working relationships that command respect, trust and confidence with ability to resolve potential conflict and to gain cooperation and trust

Ability to communicate effectively with customers, staff, contractors and Elected Members face to face, over the phone and in writing

Ability to manage competing priorities whilst delivering on a range of service objectives and whilst adapting to changing circumstances

Able to produce work of a high standard with an attention to detail, whilst meeting often tight deadlines

Able to work across service boundaries to achieve objectives and outcomes

Able to use initiative to develop solutions to complex issues/problems to ensure effective service delivery.

Able to work flexibly across different work locations and areas as appropriate.

**Knowledge Required**

Of the diverse needs of communities and neighbourhoods

Understanding of and commitment to equality and diversity in terms of both employment and service delivery

Ability to organise surveys, arrange removals and ensure effective communication to Customers and External Organisations.

An understanding of responsibilities in terms of Health and Safety.

An understanding of landlord legislation with particular emphasis on repair and maintenance obligations, including but not limited to Disrepair and Right to Repair legislation.

**Experience Required**

Experience of programming/scheduling resources in an operational environment.

Experience of using IT systems to plan and record work.

Of reporting to and working effectively with a range of colleagues and partners

Of carrying out training or briefing sessions to staff/colleagues and partners

Experience of successfully presenting complex information to a range of audiences-

performance meetings with other directorates

Of co-ordinating and planning work to achieve objectives and outcomes

Of responding to compliments and complaints

Of problem solving, individually and in a group setting

**Behavioural & other Characteristics required**

Committed to continuous improvement and delivery of a high quality service

To carry out all duties having regard to an employee’s responsibility under BITMO’s Health & Safety Policies.

Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development

A commitment to the public service ethos, with a genuine interest in serving the public