



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Repairs Planner
GRADE:	Scale 6
POST NO:	Various
JOB TIER:	5
DBS CHECK:	Not required.
GROUP:	Residents Services
SERVICE:	Repairs

REPORTING STRUCTURE

Reports to:	Senior Planner / Contract Co-ordinator
Direct Reports:	None
Indirect Reports:	None

Note: This JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

ROLE PURPOSE:

To co-ordinate the scheduling of all reactive repairs to ensure that works are distributed, booked and delivered in line with Council procedures and standards, to actively support the Council's aim to answer and resolve, where possible, all first point of contact queries accurately and to efficiently facilitate the completion of repairs as a 'First Time Fix'.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met to deliver the Council vision of 'putting our residents first.'
- To resolve resident and customer queries received by telephone and email using established procedures or readily available guidance.
- To escalate complex queries promptly to the appropriate next level, keeping the resident aware of actions taken.
- To deliver excellent customer service for the Council to residents, visitors, and businesses by answering queries, signposting when required and providing relevant and up to date information.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees and provide information to Team Leaders to enable the management of resources under their control.
- To ensure that all relevant team colleagues, contractors, and other stakeholders receive the appropriate level of communication to maintain engagement with the Council's vision, priorities, and activities.

3. Operational Service Delivery

- Plan and schedule repairs appointments to ensure full compliance with the Regulator of Social Housing (RSH) expectations, including the Neighbourhood & Repairs Standard and the requirement to provide timely, accurate appointment information to residents.
- Ensure appointment planning supports the Council's statutory duties under Awaab's Law, including:
 - Making safe any reported hazards within 24 hours.
 - Ensuring inspections for damp, mould, and other prescribed hazards are scheduled within 7 days.
 - Ensuring written findings are issued within 14 days.
 - Ensuring remedial works are scheduled to commence within 7 days from the written findings being provided.
- Proactively monitor appointment availability to ensure sufficient capacity is reserved to meet Awaab's Law and high risk damp and mould timescales, escalating any operational risks immediately.
- Prioritise and schedule all damp and mould inspections and follow on works in line with statutory response requirements and ensure residents receive clear

appointment information.

- Ensure all appointment records for damp and mould cases are accurately logged in the Council's systems, including date of report, inspection booking, inspection completed, findings issued, and works scheduled.
- Work closely with the Damp & Mould Team to ensure that all cases are actively tracked, and that appointments are adjusted where required to maintain legal compliance.
- Ensure all planning decisions contribute to meeting the RSH Tenant Satisfaction Measures, particularly those relating to responsive repairs performance and resident experience.
- Rearrange and reallocate resources promptly to maintain compliance when operatives are absent or unexpected demand increases, including for damp & mould priority cases.
- To assist the team in meeting the Council's customer care standards. To always use the appropriate greeting to contacts, including their name, and ensure that a positive image of Hillingdon Council is given.
- To work closely with the Team Leader, Lead Operatives, other Planners, Operatives, and residents to ensure the delivery of an efficient and effective repairs services.
- To deal with all internal and external customers in a professional, courteous, and efficient manner and provide accurate information whilst actively promoting the range of services and access channel options available.
- To provide advice and feedback to Contact Centre staff on correct resourcing and availability, ensuring that works are raised to repairs guidelines.
- To schedule repairs work for the team using planning skills to ensure maximum efficiency in the delivery of repairs and the utilisation of staff and contractor resources.
- To schedule repairs appointments with residents, re-scheduling and re-coordinating with all relevant parties where required.
- To be the first point of contact for Operatives and contractors to manage access issues, notifying residents of failed entry attempts etc.
- To make appointments for officers, liaising with contractors, residents, and others, as necessary.
- To be able to provide a consistently efficient planning function whilst reacting to peaks and troughs in work demand and changing priorities.

- To reprioritise and reschedule works at peak times and due to unplanned operative absence to meet the demands of the service.
- To assist with the monitoring of progress of repairs against Council procedures and standards, assisting with the production of weekly management reports on the repair's performance
- To assist with the production of reports, analysis, and statistical information as required.
- To use the range of IT systems employed across the repairs service to log, monitor and report of the planning and delivery of repairs work.
- Collate and batch works across the housing stock to achieve maximum efficiency from the work force whilst maintaining customer satisfaction.
- To provide updates to residents and other members of the Council on ongoing repairs, including target dates for outcomes.
- To provide informational data and trends to the Team Leader
- To show commitment to the highest standards of service delivery.
- To work with colleagues and across teams to implement new ways of working.
- To undertake any duties commensurate with the general level of the post.
- To actively take calls from and manage repair expectations with internal staff on Corporate Property repairs in a professional, courteous, and efficient manner and provide accurate information whilst actively promoting the range of services and access channel options available to customers.
- To be the main contact point for term and ad hoc contractors carrying out repairs, working closely with them and other team members to ensure contract requirements are fully met.
- To work closely with contractors and other team members to ensure that day to day operations run smoothly and meet standards and targets.
- To maintain Maintenance Service contract support systems and processes:
 - actively manage the Housing and Corporate Repairs mailboxes.
 - monitor and maintain the scaffold register.
 - raise and effectively co-ordinate requests for Minor Disabled Adaptations works from Social Care Services to Adaptations operatives.
 - raise and effectively co-ordinate requested works for Fire Regulation Assessment Works to FRA operatives.
- Active Housing management
 - Actively review all active housing works orders on a weekly basis
 - Ensure duplication orders are managed correctly.

- Ensure correct tradesman are allocated to necessary repairs raised by residents online.
- Encourage residents to use our online services and provide guidance on logging on and raising necessary repair requests.
- To provide feedback on any improvement works to our new online services.
- **Vehicle MOT & Services**
 - Working together with our Fleet Department to arrange all necessary MOT's and services required on all DLO internal staff and corporate services vans.
- **Heater Loan scheme**
 - Provide seasonal support to our private housing services with our heater loan scheme.
 - Arrange allocation of operatives to drop off heaters to resident and internal staff to arrange pick up for operatives.
 - To arrange for all heaters to be PAT tested on completion of use.
- **Customer Satisfaction Surveys**
 - To undertake daily customer satisfaction surveys for 20% of completed works.
 - Provide feedback to team leaders and Senior planner on any negative of positive feedback and discuss any improvement recommendations.
- **Overdue Work's**
 - Reviewing all overdue works orders on a weekly basis
 - Chasing contractors for updates, arranged appointments to be brought forward were resource available.
 - Arranging extension of times on jobs where they were previously no accesses.
- **Planned Preventative Maintenance**
 - Micro-managing any PPM works orders to ensure that the correct operatives are allocated to site.
- **DV Support Works**
 - Assisting our Enforcement and Domestic Abuse team to arrange urgent repairs to various properties.
- **Damp And Mould**
 - Schedule urgent damp and mould inspections within statutory Awaab's Law timescales and ensure residents receive confirmation of all appointments.
 - Arrange follow-on remedial works within required legal timeframes, ensuring that works begin no later than 7 days after findings are issued.
 - Support the Damp and Mould Team by actively monitoring all live cases, ensuring no overdue actions and escalating risks of non-compliance.

- Prioritise all damp and mould work orders above routine repairs to ensure legal compliance and protect resident health and safety.
- Ensure all performance data for damp and mould actions is accurate and available for internal auditing and RSH compliance monitoring.
- Chaser Emails
 - Resident chaser emails are to be responded too within 5 Working days.
 - Arranging any remedial works and support to the resident where required.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

6. Service Improvement

- To regularly consider workflows and processes and contribute ideas for service improvement.
- To identify and suggest any improvements to current ways of working to deliver a more efficient and effective service for customers.

7. Contacts

- To work regularly with Lead Operatives, Operatives, and contractors to ensure that repairs works are clearly communicated and understood.
- Repairs team colleagues, all Council departments, contractors, and members of the public
- Co-ordinating appointments direct with residents, linking back to the Council's IT systems and scheduling the works with the Operatives.

8. Additional Responsibilities

- Complete other reasonable tasks to fulfil role purpose or as instructed by management.
- Assist the Voids Manager by providing cover for the Voids Coordinator if they are absent.

9. Key Performance Indicators

- Delivery of agreed PADA objectives

- Compliance with Awaab’s Law statutory timescales for hazard inspections, findings and commencement of works.
- Appointment planning performance aligned with RSH Neighbourhood & Repairs Standard requirements.
- Accuracy and timeliness of scheduling for all damp and mould cases.

B. Person Specification

Repairs Planner

This person specification will be used for recruitment to the above post in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
GCSE level pass in maths and English, or able to demonstrate equivalent standard in literacy and numeracy.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Able to work flexibly to meet the needs of the service.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of working in a customer facing role, managing a high volume of work effectively and accurately.	✓	
Experience of planning work to maximise use of resources.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Excellent ICT skills, particularly Word, Excel, PowerPoint, and ability to use service specific packages.	✓	
Ability to demonstrate a good understanding of the Council's repairs policy and process.	✓	
Ability to co-ordinate the scheduling of appointments to maximise efficiency of the repairs service.	✓	
Ability to manage and prioritise own workload with minimum supervision.	✓	
Ability to communicate with a variety of audiences over the telephone, via email and in person.	✓	

Ability to collate, analyse and provide basic reports on operational data.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude. Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results. Adapts to changing demands to ensure that objectives are met, overcoming problems, and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience, when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	