

Job Title: Planning Support Services Officer 5F		Location: Lancashire (Accrington)		Business: Property		Tier:	
Reports to: Performance & Support Services Team Leader		Responsible for: N/A					
Purpose of role: Ensuring that the DLO delivers a safe, reliable, quality, efficient responsive repairs and void maintenance service that matches our goal of placing customers at the heart of our service. Support the effective delivery of responsive maintenance, gas and electrical servicing by providing an effective planning support function.							
Key Responsibility				Skills / Experience			
<ul style="list-style-type: none"> Delivery Providing support to the operational management team in their roles of organising trade colleagues and supply chain to deliver the work required in your section. Ensuring that the Repair Management system is correct, updated and is interfaced with the Housing Management system. Planning Providing an effective planning support function to ensure the effective delivery of responsive, gas and electrical maintenance. Support Processing purchase orders, repair orders, invoices, etc. required to support the efficient delivery of the service. Supporting management with productivity measures, work planning systems and ensuring the effective use of all resources including supply chain. Providing cover and support across the business, including support functions in other sections as required. Systems Ensuring the Repairs Management system is maintained, current and is interfaced correctly with the Housing Management system. Customer Responding to customer enquiries and supporting the resolution of customer queries, and complaints as required. Internal Partnership Working Ensure collaborative working to deliver the required service levels Working effectively with internal service areas and external partners to end results. Be an ambassador for our organisation and an advocate for Repairs. 				Essential: <ul style="list-style-type: none"> Proven ability to work in a customer focused environment. Experience of working in a similar function in another business. IT literacy and system capability. Desirable: <ul style="list-style-type: none"> Knowledge of work planning and repairs IT systems. 			
				Qualifications			
				Essential: <ul style="list-style-type: none"> Knowledge of Microsoft systems, Word and Excel Desirable <ul style="list-style-type: none"> Knowledge of work planning and IT systems Educated to GCSE level. 			
Values				Other			
Our Values of Respect, Creativity and Excellence are a key element of our organisational culture. They set out our expectations and are an integral part of all our roles. We are: RESPECTFUL to our customers and each other CREATIVE in our approach and ambition EXCELLENT at delivering meaningful services to our customers				A Full UK Driving Licence and access to your own car		Yes	
				Mobile working required		Yes	

You are also required to undertake any other duties including Health & Safety and compliance within your capabilities as maybe reasonably required