

Planner

Reports to: Operations Support Manager

The part I play at Flagship Group to help solve the housing crisis is:

to facilitate a prompt and efficient repairs service to our tenants, whilst understanding, embracing and applying Flagship's values, including relentlessly improving performance, so that we can improve the quality and speed of how we maintain and improve our homes.

I am here to provide an outstanding customer service, ensuring that when tenants raise a repair, it's assigned promptly and effectively to allow Flagship's Operatives to complete the job in a timely manner. I also undertake the work required to schedule more complex repairs, where multiple trades are required, which includes liaising with members of staff across the Group and supporting commercial and void planners where required. I undertake any written work, call handling, clerical and administrative tasks related to the role and work to the priorities, deadlines and goals required to ensure high performance of our repairs service. This includes recording information accurately across Flagship's operational systems, to support data quality.

My skills and experience include:

I am highly organised, self-motivated and take a diligent approach to accuracy of work.

I am accountable and have the confidence to question, challenge and be forward thinking.

I am a good listener and team player, with excellent customer service skills and experience of dealing with customers/ the public over the phone. I am competent with computers and a standard range of software.

I have a good standard of English and Maths.

The skills I will develop include:

Understanding and familiarity with a range of operational digital systems which will include a work scheduling system.



Flagship Group Values

