



Senior Planner

Reports to: Operations Support Manager

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

I lead and empower a high performing planning team to deliver a **prompt, efficient and high-quality repairs service** to our customers, ensuring an outstanding customer experience at every touchpoint that is leading within the housing sector.

Reporting into the Operations Support Manager, I work collaboratively to **support operational delivery, drive performance and contribute to continuous improvement** across the service. I promote a professional, accountable culture where the team feel confident, capable and motivated to succeed.

I am responsible for the **day-to-day leadership of the planning team**, including coaching, development and performance management, ensuring the team consistently meets service standards, priorities and deadlines while fostering a positive, accountable and high-performing culture.

Using operational systems and performance data, I **monitor, analyse and report on team performance**, identifying trends and opportunities to improve efficiency, quality and service outcomes. I take a **data-driven approach** to decision making and work with the Operations Support Manager to implement and embed continuous improvements.

I ensure that all work is **accurately recorded and quality checked**, maintaining high standards of data integrity across systems, recognising its importance in supporting operational performance, compliance and customer satisfaction.

I play a key role in ensuring **compliance with Awaab's Law and other regulatory requirements**, prioritising cases appropriately and supporting the team to respond within required timeframes. I actively monitor performance and processes to ensure risks are identified early and addressed effectively to protect our customers.

I also provide support to the wider operations function by:

- Acting as a **trusted support to the Operations Support Manager**, helping to manage performance, resolve challenges and maintain service delivery
- Acting as a point of escalation in their absence
- Assisting with complex scheduling and cross-team coordination
- Supporting performance reporting, service reviews and improvement initiatives
- Through everything I do, I embrace BFL's values and remain committed to.
-

My skills and experience include:

I am an excellent communicator with a good knowledge and understanding of Planning repairs. I am a people manager with the ability to coach and support, consistently maintaining performance under pressurised situations.

I can work with multiple IT systems, processing and analysing data to strive for continuous improvement. I am a competent user of Microsoft Office and can use data to understand and improve the service.

The required qualifications for my role are: to be educated to GCSE standard, or equivalent in Maths and English with an NVQ2 or equivalent experience in Customer Service

The skills I will develop include:

I will enhance my ability to train and develop others, to problem solve and manage conflict. Gaining an in-depth knowledge of the Housing sector and have the opportunity to develop relationships with wider teams across the Group.