

Resource Controller (Capital Works)

Reports to: Operations Support Manager

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

to co-ordinate **multiple trades effectively** to meet our Capital Works **KPI's and Flagship Group's Values**. I work closely with the Capital Works Manager and Lead Operative to ensure capital works are planned against demand. I co-ordinate the day to day work of the Capital Operatives to **increase productivity and minimise downtime**. One of my main priorities is to always provide outstanding customer service.

My skills and experience include:

I am educated to GCSE standard or relevant NVQ, CIPD, CPP (or equivalent) or working towards.

I have previous experience of resource management or a similar role, Co-ordinating works to a team accommodating a variable shift pattern.

I am an effective communicator and good listener, I have the confidence to change and propose ideas and solutions. I can make effective decisions under pressure.

I am competent in Microsoft applications such as Outlook and Teams.

Ideally I have experience of working in the Social Housing Sector and good understanding of the general building and construction industry.

The skills I will develop include:

Understanding of Flagship Group Policies and Procedures.

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



Flagship Group Values:

