

## Senior Planner

Reports to: Operations Support Manager

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

to **support and empower** the planning team 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 am responsible for the **day to day management** of the planning team and 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 and being a **point of escalation** for concerns in the Operational Support Managers absence.

### My skills and experience include:

I have experience of supporting a customer focused team with the ability to motivate and promote a professional culture.

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

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:

I will enhance my ability to train and develop others, to problem solve and manage conflict.

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

