



Planner

Reports to: Operations Support Manager

The part I play at Bromford Flagship LiveWest to enable people to thrive 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 damp and mould case, 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 and damp and mould cases. 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 also includes booking and resolving Tenant Complaints in a timely manner and 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 am educated to GCSE level or equivalent standard.

The skills I will develop include:

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