Repairs Planner

> Customer Services > Repairs > Surveying & Technical

What's it all about

As a Repairs Planner you will play a crucial role in coordinating repair and maintenance activities for our diverse portfolio of homes, ensuring that all work is completed efficiently and to the highest standard. You will support your team to ensure that budgets are well managed and within forecast.

This is an important role in ensuring the effective delivery of repairs and maintenance services for our homes. You'll need exceptional organisational skills, strong communication abilities, and the ability to handle a high volume of tasks simultaneously.

How you'll make a difference

- Ensuring our contractors and suppliers are providing a consistently high-quality repairs service that delivers against the six customer priorities in the customer strategy.
- A trusted and reliable NHG presence, making sure all visits and inspections are completed on time.
- Delivering well cared for homes and places where residents feel safe and a sense of pride through top class contract management.
- A responsive service, where staff and resident queries and complaints are actioned thoroughly, timely and learnings are taken from feedback.
- Recommend, oversee and develop robust processes that meet our targets and delivers continuous improvement.
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How you'll do it

Operational

- Deliver administrative support for the lead Surveyors in budget monitoring, managing necessary databases and systems.
- Collaborate with our building surveying team and contractors to schedule and coordinate pre, post and audit inspections.
- Provide your manager and team with important and timely business information on region specific repair spend.
- Assist in preparing and managing budgets for Surveying & Technical, ensuring cost effective practices and VFM.
- Monitor and manage referral and repair escalations for your area, ensuring jeopardy cases as appropriate and prioritising cases for inspection
- Support your team to put in place creative and new ways to address overspend and performance issues and alert the team to any areas of concern.
- Undertake specific repairs research and projects on behalf of the team.
- Feedback to managers on any issues identified as part of monitoring of referrals and repair related tasks. Flag any issues for escalation as part of performance monitoring.
- Analyse referral cases and assess priorities and use strong problem-solving skills to identify potential issues and propose practical solutions.
- Support the Building Surveyors, Senior Building Surveyors and Senior Managers with repair strategies to meet targets.
- Provide general administrative support to Surveying & Technical Team.
- Assist managers with exporting necessary repairs reporting information from internal systems to present a comprehensive overview of team performance,
- Maintain and strengthen good working relationships with other departments across Operations and throughout NHG.

- Work with all stakeholders and contractors to ensure all KPI's are met and processes and procedure are adhered to.

- Raise the profile of performance across the directorate, supporting colleagues to engage with, and understand repair process.

- Collaborate across Operations in sharing information on Referral Performance, identifying reasons for over/under performance and recommending actions to be taken.

- Contribute to the implementation of effective repair monitoring systems and process, ensuring they are supported by quality analysis and reporting.

- Attend contractor meetings, as required

General

- Ensure you follow the financial regulations, policies and procedures at NHG.

- Ensure you follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others.

Cross organisational working

- Foster effective working with the Operational, Assets and Places & Estates teams, along with in house and external contractors to ensure properties and places are well maintained now and, in the future.

- Ensure you act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes.

- Work with Central Services teams (HR, IT, etc) to develop strategies to improve service quality and delivery.

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive. Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

To learn more about our Values Framework, including what each value looks like in action, please refer to our full **Values Framework document.**

Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

Essential

- Proven experience in property maintenance, repair planning or similar role.
- Excellent communication and interpersonal skills
- Proficiency in contract regulations
- Experience of contractor management
- Problem-solving and decision-making skills.
- Good understanding of the relevant legislation, statutory and regulatory requirements
- Customer focussed mindset.