



JOB DESCRIPTION

**Form
JD1**

		To ensure run sheets are returned on a daily basis making sure they match with the information entered onto the systems; where appropriate.
		Schedule and raise all the planned maintenance for the Gas Servicing, ensuring the Gas Servicing Process is followed until completion of jobs as per the legal requirements.
		Responding to operative sickness and annual leave, by rescheduling or reallocating jobs that cannot be covered; using all of the resources available. Contact tenants and residents to rearrange appointments where necessary. Contact other stakeholders (e.g. Contractors, clients etc to rearrange appointments where necessary.
		To play an active role in the development of systems to ensure that the benefits of these are maximised; particularly in those areas of work that do not currently fully utilise the available systems.
		To work with the Management Team to ensure that the use of sub-contractors is minimised.
		Build up and maintain knowledge of the types of work being undertaken; key contacts and individuals who can assist with the effective delivery of the role.
		Monitor all outstanding jobs to ensure jobs are only open for as long as necessary with an emphasis of ensuring all jobs are completed as fast as possible and charged.
		To ensure that Health and Safety policies, procedures and legislation are adhered to at all times.
		Keep accurate records and develop reporting mechanisms to inform the management team of key trends and issues within the area for which planning is being undertaken.
		Attend regular supervision meetings with the line manager and ensure any service issues are reported.
		Contribute to the development of the service provided by Building Services.
		Provide Cover – where necessary provide cover for fellow Planning Officer's within Building Services; this will include ensuring training is given to ensure own area is covered during periods of absence. Will also be required to cover for Customer Support Officers during periods of exceptional call demand.

	<p>The post holder will require excellent negotiating skills as they will be required to persuade those in more senior position to take actions such as the reprioritising of resources and deal with any issues from operatives that the post holder escalates.</p> <p>This post is at front line of delivery of Building Services. The post holder will work directly with customers, operatives, and the management team to ensure an effective service is delivered.</p> <p>Contact with customers will require tact and diplomacy as they will need to assess the true requirements of the customer (for example, is an emergency really an emergency?) and they may need to negotiate to change appointments etc.</p> <p>They will need to be extremely persuasive and determined when dealing with trades people to ensure that productivity is maximised and all appointments are attended.</p> <p>They will also be required to liaise with colleagues from across City of York Council and other service providers; particularly when dealing with vulnerable tenants.</p> <p>Requiring an ability to communicate effectively at all levels and to be sensitive to people's needs across the full range of protected characteristics and to be understanding of needs influenced by other factors such as medical conditions. For example, understanding when a situation should be classed as an emergency or urgent.</p>
6.	<p>DECISIONS – discretion and consequences</p> <p>Decisions The post holder will be making daily decisions regarding service provision; operative workloads and the requirement to use sub-contractors.</p> <p>They will make decisions on issues such as the correct operative to be allocated emergencies, cyclical works and appointed repairs.</p> <p>Guidelines are in place to advise staff on the allocation of this work with the DRS system providing a suggested plan; however the Planning Officer will be required to use their discretion and own knowledge of the work and the people involved to amend this plan.</p> <p>They will also need to change the plan frequently throughout the day to ensure emergencies are all attended within agreed timescales and appointments are all met.</p> <p>The post holder will also work with others in the team to develop new working methods and practices.</p> <p>Consequences</p>

	<p>These decisions will have significant financial implications; with the decision to sub-contract work, which although guidelines are in place the decision as to whether an individual job is passed to a sub-contractor is made by the Planning Officer.</p> <p>Decisions made by the Planning Officer will determine whether an emergency repair is attended to within the required timescales; with health and safety implications for the tenant involved.</p> <p>Failure to ensure that all properties have a valid Landlord Gas Safety Record could have both legal and health and safety implications.</p> <p>Decisions will also seriously impact on the performance of the service, particularly the percentage of appointments kept; the percentage of jobs completed within Government Timescales and the average time taken to complete all repairs.</p>
7.	<p>RESOURCES – financial and equipment <i>(Not budget, and not including desktop equipment.)</i></p> <ul style="list-style-type: none"> • Normal office equipment.
8.	<p>WORK ENVIRONMENT – work demands, physical demands, working conditions and work context</p> <p>Work demands</p> <ul style="list-style-type: none"> ▪ Work is subject to frequent interruptions; with a high level of telephone calls taken each day from customers and operatives. ▪ Daily deadlines to be met; with constantly changing demands throughout the day as emergencies are reported. ▪ Nature of working environment leads to reactive, unplanned work with conflicting demands. <p>Physical demands</p> <ul style="list-style-type: none"> ▪ Normal office environment, regularly works at computer. ▪ Some extended use of keyboard and screen, can at times be for hours at a stretch <p>Working conditions</p> <ul style="list-style-type: none"> ▪ Normal office environment <p>Work context</p> <ul style="list-style-type: none"> ▪ Minimum risks to personal or physical safety. ▪ Likely to be subject to stressful situations relating to large periods of concentration and a demanding workload. • May be subject to occasional verbal abuse over the phone.
9.	<p>KNOWLEDGE and SKILLS</p> <p>Customer Focused</p> <ul style="list-style-type: none"> • NVQ Level 2 or equivalent in Customer Services or other related subject

- Experience of working with the general public both on the phone and face to face
- Ability to identify and deal with sensitive situations in a manner which minimises emotional upset or offence
- Awareness of the diverse needs of customers living in social housing
- Awareness of the diverse needs of customers in public buildings e.g. Schools, Offices, etc.

Information Technology

- Able to demonstrate IT literacy and IT skills including use of standard office applications and specialist databases
- Experienced in the use of works management systems and intelligent scheduling systems such as DRS

Health and Safety

- Knowledge of construction related Health, Safety, Welfare and Environmental Legislation

Construction Industry

- Demonstrate a detailed knowledge of planning, allocating and scheduling work for operatives. Knowledge of operative capabilities across all trades when scheduling work, enabling jobs to be carried out and completed first time when ever possible.
- Experience of working within the construction industry with detailed knowledge specifically around maintenance and responsive repairs
- Knowledge of Maintenance/|Building sector terminology
- A construction related qualification is desirable.

General

- Demonstrate good standard of numeric and literacy skills
- Ability to communicate and negotiate effectively with customers and colleagues
- Ability to organise and prioritise workload and work activities across a variety of clients in both domestic and commercial environments
- Ability to demonstrate creativity and problem solving skills
- Able to demonstrate a flexible approach to changing work patterns and demands
- Collating and providing information used for making project based decisions with financial, legislative and resource implications within a private or public sector organisation
- Ability to contribute to business development and respond positively to organisational change
- Ability to work as part of a team by sharing knowledge and experience in order to gain clear results

Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1 -
Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.

10. Position of Job in Organisation Structure

