

FM Direct Planner

Job Title:	FM Direct Planner
Department:	Pilot Scheme
Reporting to:	Danny Wilson
Responsible for (staff):	N/A
Location:	Redditch
General Purpose of Role:	Clear communication and excellent customer service skills are key to the role of a FM Direct Planner on the Engineering Planning team. The main purpose is to schedule work to our field Technicians using the new Aeromark system, against the service level agreement determined by our client. First line support for our clients, raising work orders. The Engineering Planner will also be a relay of information between the client and the FM Direct team. Keeping the client hosted system(s) and Arcus systems live where work orders are concerned.

ACCOUNTABILITIES

- Schedule work orders to field based Engineers in accordance with the priorities set by the Aeromark scheduling system
- Manage work load to ensure any Arcus Self Delivery are planned in as soon as they arrive in the Aeromark queue
- Communicate identified risks effectively
- First line Support
- Liaise with engineer population and field management team to ensure all works scheduled are adhered to and completed within set Service Level Agreements.
- Responsible for the effective receipt, processing and dispatch of reactive and planned maintenance tasks to the appropriate engineers/support service
- Assists with the preparation of performance reports as needed, including handovers to the nightshift colleagues
- Communicate directly with the field based Engineers to discuss any urgent jobs which have come through, or to obtain any further information which can then be uploaded to Verisae
- Responsible for tracking action items and referrals through to resolution
- Support the Senior Management Team in the identification of areas for improvement, liaising with the Aeromark Team leader for support as a primary point of contact
- Assist with the preparation of performance reports as required
- Support new colleagues with system and process queries

KNOWLEDGE AND SKILLS

- Good knowledge of how to use Microsoft Office, Excel, and Word
- Excellent communication skills both written and verbal
- Attention to detail – high accuracy level

- Deadline driven
- Team Player but capable of working on own initiative to fully understand implications of changes and effective working methods
- Excellent organisation skills

Experience

- Approachable
- Proactive
- Trustworthy
- Committed
- Team Worker
- Diligent and detailconscious
- Problem Solving

Skills Competence

- Aeromark
- Verisae

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

You will be required to work on weekends and bank holidays.