

JOB

DESCRIPTION

Job Title:	Senior Planner
Department:	FM Direct
Reporting to:	Team Manager
Responsible for (staff):	N/A
Location:	Redditch
General Purpose of Role:	To have a deep understanding of designated discipline – to help improve, solve problems and meet technical challenges - assisting in the efficient flow of WO's through the system from creation to completion.

ACCOUNTABILITIES

- Cultivate and maintain effective working relationships with a variety of stakeholders, including team members, engineers and senior staff members.
- Responsible for tracking action items, managing work flow and seeing referrals/escalations through to resolution
- Assists the management team in the identification of areas for improvement within the function
- Ensure all incoming contacts/calls are managed in line with department KPI's
- Contributes to the development and implementation of robust team processes to ensure that a high quality service is provided to both internal and external customers
- Understands, articulates and implements best practices related to their areas of expertise
- Provide accurate and concise reporting of work order resolution status on a daily/weekly basis in conjunction with our KPIs
- Act as an escalation point of reference reporting to the Team Manager and deputising as required

KNOWLEDGE AND SKILLS

- 5 GCSE's above C grade including English Language and Maths, or equivalent
- Thorough understanding of FM and desired knowledge of designated areas of discipline.
- Excellent written and verbal communication skills
- IT literate with experience of MS Office applications i.e. Word, Excel and Outlook
- Excellent administration and time management skills
- Extremely organised and capable in prioritising work and meeting deadlines
- Excellent interpersonal skills, able to build relationships at all levels
- Ability to analyse processes and identify gaps and improvement opportunities

OTHER FACTORS

- The post holder must be able to work flexibly, as determined by business requirements
- This position will involve working weekends on a rota basis
- Your weekly shift pattern will be determined by the needs of the business and consequently start times may vary