



## Assistant Planned Programme Co-Ordinator

Job Description and Person Specification

October 2023

**The Wrekin**  
Housing Group

## THE WREKIN HOUSING GROUP

### ASSISTANT PLANNED PROGRAMME CO-ORDINATOR

This is a broad outline of what is expected of the post holder.

#### KEY OBJECTIVES:

- 🏠 To be responsible for the organisation and planning of the cyclical and planned repairs services within the Property Team, supporting 'Building Surveyors' and 'Inhouse Planned Supervisors' in their respective contract management areas
- 🏠 Responsible for scheduling planned appointments for customers ensuring organisational targets are met and customer satisfaction is achieved
- 🏠 Monitor trades diaries (where appropriate) to ensure appointments are kept, dealing with queries as they arise and rescheduling to suit customer needs, trade sickness and unavailability as required
- 🏠 To 'make things happen' ensuring the best possible service is delivered, to communicate effectively between employees, tenants and contractors to ensure the smooth running of all processes
- 🏠 Give advice to tenants, employees and outside contractors regarding planned and cyclical repairs, appointments and materials / orders
- 🏠 Provide administrative, clerical and ICT support when required updating systems to ensure contract information ie stock condition, handover or installation information is up to date.
- 🏠 Liaise with suppliers, contractors and sub-contractors to ensure the smooth process of material and plant ordering is achieved in order to meet planned work appointments.

#### KEY RESPONSIBILITIES:

- 🏠 To put internal and external customers at the heart of the service by going the extra mile and taking accountability for resolving all communication at first point of contact, providing a service you are proud of
- 🏠 Where appropriate manage all trade diaries via the Scheduling Systems
- 🏠 Manage staff diaries to ensure a robust system of post-inspections are met
- 🏠 Maximise first time fix – to ensure the service is effectively delivered
- 🏠 Effectively manage all non-availability time i.e. holidays, training etc
- 🏠 Plan, programme and monitor operational work to our property and asset portfolio whilst also co ordinating defective repairs.
- 🏠 Request asbestos surveys/ information from the Resident Safety Team and provide Health and Safety information when needed to both inhouse teams and contractors or sub-contractors.

- 🏠 Receive, collate and approve all follow up work including raising purchase orders, ordering of specialist materials, invoicing and valuations (in line with delegated authority limits)
- 🏠 Receive and deal with general enquiries regarding planned and installation work, from tenants, shop staff, team leaders, outside agencies and contractors.
- 🏠 Provide full administrative support to the Programmed Planned Work Team including minute taking and database entry.
- 🏠 Assist in planning all work on external contracts to achieve high levels of customer satisfaction.
- 🏠 Update and assist in the development of ICT systems and processes.
- 🏠 Assist with gathering and recording of financial and performance monitoring information for the inhouse team and contractors.
- 🏠 To manage all information received sensitively and confidentially and in line with the GDPR legislation, identifying where breaches have occurred and improvements can be made.

## GENERAL RESPONSIBILITIES

- 🏠 To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- 🏠 To comply with the Groups standing orders, standards of probity relating to the Groups charitable status and Regulator of Social Housing
- 🏠 To uphold as an individual employee, the trusts corporate policies, in particular areas of:
  - 🏠 Code of conduct
  - 🏠 Health and Safety
  - 🏠 Equal opportunities and BME policies
- 🏠 To take responsibility for personal development, sharing knowledge and skills and learning from others.
- 🏠 To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues.

## THE WREKIN HOUSING THE GROUP

### PERSON SPECIFICATION

#### Assistant Planned Programme Co-Ordinator

##### **QUALIFICATIONS**

- 🏠 BTEC Qualification in business administration or equivalent is desirable
- 🏠 Minimum 2 GCSE passes in English Language and Mathematics or equivalent.

##### **SKILLS, KNOWLEDGE AND EXPERIENCE**

- 🏠 Evidence of providing administrative support in a busy customer focused office environment.
- 🏠 Experience of project related team working would be advantageous.
- 🏠 Experience in the use of 'Maintenance, property and or housing related ICT systems is essential.
- 🏠 Experience of Microsoft office-based IT systems, Teams, Word and Excel applications is desirable.
- 🏠 A thorough knowledge of housing management and or maintenance systems.
- 🏠 Good ICT skills including the ability to produce and maintain accurate computer-based records and ability to create and maintain office management systems.
- 🏠 Good verbal and written communication skills are essential in both a team meeting environment and on a day to day basis with colleagues and customers.
- 🏠 The ability to deal with staff and tenant queries, in a polite and efficient manner with an understanding of any diversity issues.
- 🏠 The ability to work to deadlines and under pressure and have excellent time management skills is essential.

##### **COMPETENCIES**

- 🏠 Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect
- 🏠 Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others
- 🏠 Produces accurate and high-quality work. Uses initiative and consults with managers when required
- 🏠 Articulates opinions and information confidently and clearly. Actively listens to the communication of others

- 🏠 Supports and shares information with team colleagues, actively participating in decision making and problem solving to improve services
- 🏠 Assists in identifying problems, offering appropriate ideas to resolve them whilst embracing change to support continuous improvements of the service
- 🏠 Plans individuals work tasks to meet deadlines. Keeps managers and other involved parties informed of progress
- 🏠 Demonstrates judgement and the ability to contribute to decision-making. Seeks advice and information when appropriate
- 🏠 Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve service
- 🏠 Uses clear oral and written 2-way communication to share information.

## **OTHER**

- 🏠 To work between the core hours of 8.00am and 6.00pm Monday to Friday.
- 🏠 Occasional out of core hours meeting attendance may be required.