

JOB PACK

Planner

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 working days per annum, plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	Jigsaw Homes Group offer flexible working arrangements, occupational sick pay, on-site gyms, BHSF membership and training/development opportunities, plus much more. See the benefits page on our website for more details.

Probation period & references:	Please note that any offer made by the Group and subsequent employment is subject to a six month probationary period.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to medical clearance from our Occupational Health Provider before appointment.
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

We have an established and dedicated team of 600 employees within our Asset Management department.

Our team prides itself on investing in our own people to deliver first class property-based services across the Group, covering a broad range of disciplines from reactive, planned and grounds maintenance to property refurbishments, estate services, building safety and compliance.

You will be welcomed in to a committed and passionate team, with a key focus on professionalism and working together.

Role Summary

You will be joining the Responsive Resource and Planning Team which supports the delivery of responsive repairs, planning to a team of over 80 technicians.

Working directly with a team of 8 responsive planners and a wider team of 27 within the Asset Management department, the role requires someone who is enthusiastic, organised, dynamic, motivated and customer focused.

The team provide cover between the hours of 8am and 6pm Monday to Friday and are involved with passing out work to our technicians working on our out of hours service.

Responsible to - Responsive Planning Resource Manager

MAIN TASKS OR ACTIVITIES

1. To plan in works raised by our Connect & Healthy Homes Teams, dealing with emergencies & cancellations, re-scheduling works and speaking to the technicians and tenants to book in further works.
2. You will schedule responsive repairs & monitor visits to properties to ensure we follow procedure and demonstrate and evidence we have remained compliant.
3. Resolve situations to ensure that we meet our specified repairs targets by using initiative and collaborating with colleagues
4. Use the scheduling system (DRS) to maximise efficiencies of the technicians, ensuring that we are able to plan in all works in a timely manner and meet our tenants expectations.
5. Work closely with trade managers and partnership suppliers to resolve tenant complaints and plan ahead to avoid resource dips in the repairs service.
6. Organisational skills, a keen eye for detail and forward planning are critical in this role.
7. Follow all Group policies and procedures in accordance with the role. Complete mandatory training when requested to ensure compliance with Group policies and procedures.
8. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
9. To carry out any duty which may be, from time to time, requested by the Operations Manager, Void Works Manager, Head of Operations, Maintenance Director the Operations Director of Asset Management or Chief Executive, commensurate with the position.

Candidate Requirements

Candidate Requirements:

- Experience or knowledge of using a scheduling system
- Excellent customer service and communication skills
- Ability to multi-task
- Self-organised and disciplined
- Experience of working toward targets
- Ability to problem solve and find solutions using critical thinking
- Ability to deal with, and resolve complaints at first point of contact

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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