



Your job

Job Title: Work Planning Officer

Service: Property Maintenance

Grade: 5

Reporting to: Sharon Smith

You will play a key part in driving performance of the Building Repairs & Maintenance in-house delivery and project works teams, whether it is planned or responsive – void or tenanted properties, schools, corporate buildings or private residencies.

You will work closely with a supervisor and with other work planners as an effective team, ensuring colleagues are supported and absence covered.

You will be responsible for ensuring that works are scheduled, planned and allocated in a way that optimises the productivity of operatives and ensures timely completion. You will also be responsible for providing accurate management information and data for appropriate claiming of work costs.

You will be required to communicate and interact with a broad range of internal and external stakeholders, including depot & council service and operational management, residents, tenants, face to face, over the telephone and in writing, on a regular basis and deal with any matters arising.

You'll be the point of contact for customer complaints and will provide robust responses that are completed within specified time frames.

You will help to drive and improve operative performance and help identify and remove any barriers that could hinder improvement of the service.

You will play a key role within the in-house delivery and project works teams with a customer focused 'get it right first-time approach'. You will champion change and innovation including the use of new technologies

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Ensure that all information is recorded accurately in accordance with council procedures and regulatory requirements, in a timely manner meeting designated deadlines.
- Produce, collate and analyse information and produce reports including work performance management reports for presentation in line with task requirements.
- Lead on the daily tasks allocated for completion, ensuring work is scheduled and planned competently, optimising productivity of operatives in the most efficient, effective and timely manner, using own initiative and drive for continuous improvement in the processes followed.
- Competently use a number of databases and Microsoft applications to satisfy the day to day and ad hoc tasks duties during the working day.
- Monitor and respond to work queries and create orders for multiple systems including HMIS / DRS / Connect / Minor Works.
- Liaise and communicate as appropriate with a broad range of internal and external stakeholders
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Experience of working in a building or construction industry or related field of activity, within schools and social housing.
- Experience of planning, allocating and monitoring works to ensure it is completed on time, in line with SOR codes or specifications.
- Ability to work as part of a team or on own initiative, with excellent decision-making skills and to break down problems and come up with innovative solutions.
- Excellent interpersonal, verbal and written skills, with an ability to deliver verbal presentations, positively influencing others and work constructively with other departments, authorities and organisations.
- A flexible and committed work ethic, and deeply held sense of purpose, striving to achieve the best outcomes for the service, along with empowering and supporting employees.
- Demonstrate the ability to manage changing priorities and demands effectively through high levels of organisational skills, ability to remain calm and follow legislative and procedural processes.
- Demonstrate a keen eye for accuracy and have the ability to scrutinise work and stakeholder requirements.
- Have the ability to build positive working relationships with a broad range of stakeholders and provide advice on the best course of action.
- An appreciation of the value and use of new technology and processes to improve and modernise working processes and a desire to adapt and drive forward new working practices.
- A moderniser, who has the courage, ability and capacity to work under pressure and co-ordinate multiple requirements effectively to required timescales

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive

“ Take pride in all that you do and support and develop yourself and others. ”

Be Accountable

“ Be responsible for making things better, enabling change and supporting improvement. ”

Be Courageous

“ Be open to doing things differently and working collaboratively with others. ”

Be Kind

“ Be helpful, generous and thoughtful towards yourself and others. ”