

Job Profile

Job Title	Customer Service & Planning Manager
Reports to (job title)	Repairs Manager
Job Reference No.	HOMEJD801

The job in a **nutshell...**

You'll provide reliable, consistent and effective outcomes to all Home Group customers, colleagues and stakeholders in the delivery of your work and through effective management of your teams.

You will take overall responsibility for leading the planning function and general administration within Home Groups repairs and maintenance service to ensure the company meets contractual and SLA obligations, and maximises value for money and customer satisfaction.

Using your passion for leadership and continuous improvement, you will motivate, coach and support your teams to deliver first class support for business and customers.

What **success** will look like...

You will promote the efficient use of in-house systems including dynamic resource scheduling (DRS) to maximise service delivery and implement new and improved methods of operation to ensure continuous service improvements and efficiencies.

Your team will be skilled, competent and confident to deliver a proactive and commercially focussed service to customers, achieving our customer satisfaction levels, service standards, KPI's and most importantly delivering on our Customer Promise.

Everything we do will be for the right reasons at the right times; you'll be able to articulate how your team are performing, what your challenges are, what support you need, and how you're going to achieve it at any given time.

You'll embrace change, seeking and acting upon feedback from your stakeholders; building, maintaining and enhancing relationships across the maintenance function and the wider business to maximise opportunities for collaboration.

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You will establish effective communication with stakeholders, including the customer service centre (CSC) in order to ensure maximise customer service and joined up working.

Using your fantastic people skills, you will engage your team through positive communication and leadership and will ensure everyone is living the Home Group values.

You'll already have these **brilliant** skills, qualifications and knowledge...

An experienced leader, with a recognised leadership qualification, and/or experience of developing and managing high performing teams in a customer service environment.

A track record of working in a fast-paced Repairs and Maintenance environment, with experience of managing and developing workforce planning systems, such as Dynamic Resource Scheduling (DRS).

Experience of processes and sequencing involved in repairs and maintenance activities, such as responsive, planned and cyclical work programmes and knowledge of trade activities in a construction environment.

An understanding of performance management techniques, used to optimise team and individual performance, including coaching, holding quality conversations, giving honest and constructive feedback, resolving conflict and building strong teams.

Highly developed analytical, resourcing and communication skills, with the ability to present detailed information to various audiences in an efficient and effective way.

Experience working in a changing environment and a willingness to lead teams through continuous change effectively and positively.

Exceptional organisational skills with the ability to influence and lead others and a flexible attitude with the willingness to support across different teams, if required.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience using Capita Open housing in a repairs and maintenance capacity.

Formal Management or coaching qualification.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

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Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐

You'll manage people? No ☐ Yes ☒... around **4** direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☒ Regular ☐ Frequent ☐



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