

# Planning Co-Ordinator

## Job Description

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Company: Stannah Lift Services (Sales & Installations)

Function: Operations

Reports to: National Planning Team Lead

### Purpose

Through the provision of an efficient planning and administration service, work as part of a national team to assist in the distribution, installation and removal of new and reconditioned stairlifts into local authority and private markets of the UK utilising direct and sub-contract resource.

### Key Responsibilities

1. Undertake all planning elements for your allocated depot(s) in the areas of distribution, installation and removal.
2. Contact the customer to book in their Stairlift installation/removal and ask initial pre-visit questions, treating all customers with empathy and care where required.
3. Plan installations and other jobs onto the program for the installer to access their schedule and jobs.
4. For Local Authority jobs – notify the relevant Local Authority of the details of all jobs booked.
5. Liaise with sub-contractors to assign jobs to allow them to be completed on time.
6. Assist our Installation Managers to arrange go-backs, or provision of parts, to complete any incomplete jobs, always ensuring the most efficient outcomes.
7. Engage in the culture of continuous improvement and meet pre-determined metrics of success, including but not limited to:
  - a. Call standards
  - b. On-hold orders
  - c. Communication
  - d. Notes in OfBiz
8. Maintain a working understanding of at least one other depot in order to support and cover.
9. Answer incoming calls (internal and external), assisting with queries relating to installations and planning.
10. Update relevant databases and maintain suitable records, being aware of GDPR requirements, to ensure that actions taken are accurately recorded.
11. Demonstrate a commitment to your own personal development and develop and maintain an excellent working knowledge of relevant company systems and policies.

*This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and the Scheduling function.*

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### Skills and Experience

- Ability to plan, prioritise and organise workloads
- Capable of interpreting and reporting data
- Knowledge and experience of Continuous Improvement methodology and implementation
- Problem solving and decision making
- Listening to customers (internal and external)
- An excellent telephone manner

### Personal Attributes and Behaviours

- ✓ People management skills
- ✓ Excellent communication skills with the ability to interact at all levels and with different departments
- ✓ Leads by example
- ✓ Calm & effective under pressure

### Managerial and Supervisory Responsibility

- None

### Relationships

#### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

#### External

External agencies including suppliers, customers and sub-contractors

### Education and Qualifications

- Good working standard of English and Maths
- IT Computer Skills
- Numeric, oral and written skills