

Role Profile

Role Details			
Role Title	Planner/Scheduler	Section	Repairs and Maintenance
Division	Repairs and Maintenance	Report To	Repairs Service Delivery Manager
Grade/Salary	SCP19-30	Date Completed	25 September 2025
Company Overview			
City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations. City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability. Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base. <u>Our Values</u> Excellence: to deliver quality in everything we do. Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability. Trust: to be trusted by our employees, clients and partners. Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust. Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people. Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs <u>Our Vision</u> Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value. We will play a key role in supporting our members to address our common priorities through our unwavering focus on resident/customer resident satisfaction, resident/customer value and resident/customer trust. In doing so we will be recognised by our residents, customers and partners as playing a significant role in making Glasgow a great place to live.			

Role Summary

The Planner/Scheduler role is a key member within the Repairs and Maintenance Division of City Building Glasgow and will contribute to the provision of an excellent customer experience and an efficient repairs and maintenance service within the Wheatley Housing Group stock.

As an integral part of the Repairs and Maintenance team, the Planner/Scheduler will control the scheduling of trades operatives and will be responsible for ensuring the effective utilisation of the mobile solution, compliance with all appointment requests and ensuring a suitable level of workload is available for each trade operative. You will be required to be agile in the provision of this service based on daily occurrences that impact on planned arrangements and react to emerging situations.

As a Planner/Scheduler, you will work alongside the team and your training will enable you to continually monitor the planning board for access to and completion of works and where required release previously retained availability to meet demand. Where spare capacity is shown, you will allocate work from the non-appointed category. You will ensure all resources are utilised effectively at all times.

You will ultimately be responsible for ensuring appointment availability for same day emergencies and will control operatives as the day emerges. As the operative accepts the repair on the mobile solution, you will be responsible for monitoring the status of each repair on their planning board, noting completion details. You will also have a responsibility to communicate with operatives to discuss any delays. Should delays occur due to customer service issues whilst the operative is in attendance, you will try first to dynamically reschedule the relevant repairs, however, where this is not possible you will manually intervene and will re-appoint to another operative within the agreed time slot. You will be responsible for liaising with customers from arranging repairs to discussing any issues that may occur throughout the day.

You will be responsible for maintaining efficient communication with all colleagues via telephone and email. Where work variations occur and first-time fix is not possible, you will liaise with the debrief manager to ensure the repair is re-arranged appropriately with the correct time, material and resources to ensure customer satisfaction is maintained throughout the repairs process. You will also have to request the relevant works orders where required to ensure the repairs process is carried out to the highest standard and taken to completion. You will liaise with suppliers and subcontractors to ensure all aspects of the repair is delivered within City Building standards.

Customer service is an integral aspect of the Planner/Scheduler role, you will continuously handle emails, calls and face to face communication with all colleagues, operatives, clients, suppliers and subcontractors.

On the close of each working day, you will have noted the status of each repair and ensure that all repairs with an incomplete status are updated to close out the original task. Should there be a no access for a repair, you will ensure the DRS system is updated and the original appointment is closed requiring re-appointment at a later date. You will be responsible for collating this information on to the daily performance report.

During out of hours you will be required to liaise with all clients and customers. You will have to call handle, raise repair lines and allocate them accordingly.

At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Role Outputs

Role Output:	Includes the Requirement to:
Client and Colleague Liaison	– Communicate with clients and management – in person, phone calls and emails. – Communicate complex or potentially distressing information clearly and sensitively. – Communicate with trade operatives and office colleagues to ensure all information shared where required. – Ensure a customer-first approach, managing relationships with

	clients and tenants while delivering excellent service and resolving any issues that arise in a calm and professional manner.
Scheduling and Allocation of Work	– Control and manage the scheduling of trade operative for all repairs and maintenance duties, ensuring the appropriate resource allocation throughout the day. – Monitor the planning board and ensure operative are assigned jobs based on their availability and trade. – React to emerging situation such as same-day emergency repair requests or delays, by dynamically adjusting the schedule.
Repairs and Maintenance	– Understand the basics of the repair process, timescales, urgency, materials and trade requirement. – Using diagnostic tools to assess the repair appropriately.
Ongoing Training and Professional Development	– Complete all necessary training. – Be open to mentorship and guidance for improvement from more experience colleagues.
Health and Safety	– To carry out work in accordance with the Health and Safety at Work Act 1974 – To ensure that all Health and Safety requirements are adhered. – Report all Incidents and Accidents at the earliest opportunity. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.
Compliance with professional, regulatory, statutory, and corporate requirements.	– Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity.
General	– Attend all training, meetings and reviews assigned to your role. – Establish, develop and maintain effective working relationships with all work colleagues.

Key Behaviours and Competencies

Our planner/scheduler will demonstrate the following behaviours and competencies:

Behaviours and Competencies:	Includes the Requirement to:
Customer Service	– Maintaining customer satisfaction is central to this role, requiring a focus on delivering the best possible service and handling customer concerns or delays with empathy and professionalism.
Technical Competence	– You must be capable of using all aspects of Microsoft Office – Outlook, Word, Excel. – Ability to learn and understand the repairs systems – DRS and Servitor.
Resource Management	– Effective resource management ensures that operative, materials, and time are used efficiently and minimising idle time, ensuring that work is completed and on schedule.
Organisational and Time Management Skills	– You must be capable of prioritising your workload in order of urgency to meet timescales. – Ability to adapt and alter your priorities with evolving timescales and work under a challenging and fast paced environment.
Flexibility, Commitment and Adaptability to Process Improvement	– You must have a flexible approach to the business requirements and be willing to assist to suit the business needs. – A willingness to ensure that you aim to succeed in the goals and aims set out for you within the workplace.
Teamwork and Collaboration	– Planner/Schedulers must work cooperatively with all colleagues, including supervisors, managers, trade operatives and clients. – You should be capable of working independently with full focus

	as well as working as part of a team to ensure all work is done. – Smooth workflow and clear communication to ensure efficient task completion. – Embrace changes to internal processes and procedures that enhance efficiency, reduce costs, or improve service delivery. – Ability to adapt to procedural changes, ensuring smooth transitions and continuous improvement.
Trust and Confidentiality	– You must ensure that any sensitive information is handled confidentially and responsibly. – Build and maintain trust with management, clients, and trade operatives by consistently handling confidential matters with professionalism and respect.

Person Specification

You will demonstrate excellent organisation, interpersonal and communication skills and be proactive in providing excellent customer service. You should have a demonstratable track record in service delivery and scheduling of repairs. You must be customer driven to meet the Customer Service Excellence in support of the My Repairs programme. You must be confident in taking calls and answering emails.

You should have a commitment to planning and repairs and a capability to handle difficult and complex situations while in a fast-paced environment. Demonstrating a positive attitude and a commitment to meeting both team and organisational goals, taking initiative to make well informed decisions.

You must be honest and trustworthy and prove you can work well independently and as part of a team. You must be able to multi-task to manage multiple responsibilities seamlessly.

You must be reliable and demonstrate problem solving skills and an ability to adapt to meet the business needs and complete tasks within contractual timescales efficiently and effectively.

Requirements

Qualifications/Licence/Certification/Experience level...

- Ability to confidently use electronic devices.
- Proven experience in a high paced environment.

Interdependencies

- Divisional Managers
- Contracts manager
- Operational Managers
- Senior Planner
- All trade Operatives.
- City Building clients, subcontractors and customers
- Any Suppliers or Merchants
- All personnel within City Building and Wheatley Housing Group

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 40 hours per week on a 4 on 4 off basis to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.