

**PERSON SPECIFICATION –**  
**Responsive Repairs Planning Team Leader**

<b>Education and qualifications</b>	<b>Essential or Desirable</b>
Educated to A level standard or equivalent relevant professional experience.	Essential
<b>Customers</b>	
Ability to demonstrate excellent customer service that reflects good communications skills and respect whilst taking into consideration confidentiality, personal circumstances, and vulnerabilities	Essential
<b>Commercial focussed delivery model – value for money</b>	
Experience of operating planning systems and managing remote resources to pre-appointment deadlines.	Essential
Experience of resource management, including working with planning tools and systems across large geographical areas.	Essential
Experience of working with administrative and financial systems including clerical experience in a range of tasks Inc. word processing, filing, photocopying, faxing message taking, data input.	Essential
Experience of working on IT database systems	Desirable
A good level of IT literacy (especially MS Office)	Essential
A good numeracy and literacy skills	Essential
Able to work in a methodical and well organised fashion	Essential
Able to collate data into simple tables and graphs	Desirable
Able to work quickly to defined processes	Essential
<b>Leadership responsibilities – colleagues</b>	
Able to work effectively with other staff and teams	Essential
Experience of team management and supervision of staff, working to competing priorities and tight deadlines to various audiences.	Essential
Able to communicate effectively and with respect to all stakeholders	Essential
Able to self-manage own time effectively and flexibly	Essential
Able to respond well to pressure and has the ability to prioritise workload and to deliver to tight deadlines	Essential
Ability to use own initiative to resolve queries or problems. Aptitude to problem solving and willingness to learn and develop new skills and knowledge.	Essential
Ability to be diplomatic and able to observe and maintain confidentiality.	Essential
<b>Additional areas of expertise</b>	
Ability to travel / full current driving licence	Essential
Good digital and ICT skills including use of: internet, email/Outlook calendar, mobile phone/tablet, MS Word, & Digital Safety.	Essential
Good MS Excel, PowerPoint, and Visio ICT skills	Desirable

January 2023