**Ca**

**Role Profile: Resource Controller**

**Department:** Portsmouth City Council

**Location:** Portsmouth

**Hours:** 40 hours

**Salary:** £29,640

**Benefits:** 23 Days Holiday, Pension and Life Assurance

**Who you report to:** Lead Resource Controller

**Who reports to you;** n/a

**SUMMARY OF ROLE**

You will be working in a call centre environment with other Resource Controllers and be responsible for allocating Operatives and Sub-Contractors to Portsmouth City Council’s (PCC) Housing and Corporate Assets repairs at the appointment time requested by the customer. Your primary responsibility will be to plan and schedule future appointments to the available resources and liaise with the PCC repair teams advising them when we are at capacity for appointments.

To succeed in this role it is essential you have a positive, professional and versatile attitude and are able to make rational and proactive decisions in a constantly changing and dynamic environment. Our purpose is to delivery “the right work at the right time” for the customer and you will need to use your skills, knowledge, experience and training to ensure this is achieved.

**KEY RESPONSIBILITIES**

* Work closely with the other Resource Controllers to ensure efficient and effective resourcing of appointments between teams and provide cover for the other Resource Controllers in periods of absence such as leave, sickness, meetings, training, and improvement initiatives.
* Scheduling of repair appointments based on our Operatives skills, availability and locality to the jobs ensuring we meet the appointment times requested and keep travel time and idle time to a minimum.
* To plan ahead for future appointments, be aware of any issues that could prevent you from meeting the appointments raising any concerns with the Lead Resource Controller.
* Understand how many repairs are booked in and how many operatives you have available to carry out the repairs, liaising with PCC repair teams when there is a capacity issue.
* To constantly monitor the job management system screens to ensure when a job requires you to act you take action, or if uncertain pull on your line manager/supervisor for assistance.
* Oversee the Operative screen to ensure Operatives are arriving at their next jobs efficiently.
* Ensure you understand the end to end process of delivering the perfect repair for the customer and your key responsibilities in achieving this as well as understanding key responsibilities of others in that process.
* Support Office Supervisors in ensuring all office staff are acting in a professional manner providing excellent customer service at all times.
* Support the achievement of the perfect repair process by providing timely and accurate feedback of great service, issues or concerns relating to the Call Handlers performance to Office Supervisors.
* When issues/queries are identified escalate to your line manager/supervisor to ensure it gets acted upon and resolved.
* Use manual measures to understand the performance of the logistical and resourcing process so that our service level is maintained and improved, and trends or issues are identified.
* You are responsible for your own Health & Safety and are expected to work with the Company and your line manger to ensure safety guidelines are followed and adhered.
* To live the Mountjoy ethos and values at all times with whoever you deal or engage with.

**SKILLS REQUIRED**

* Comfortable in a dynamic and evolving environment demonstrating a level head to the team and enjoy the challenge.
* Able to communicate with the workforce and be able to remain professional even when issues are contentious.
* Able to deal with lots of activity, and remain focused on what you are dealing with.
* Able to organise, prioritise and schedule jobs to meet appointments by planning into the future.
* Have good computer skills in MS Office and be comfortable in using job management systems.
* Be able to self-manage and be self-motivated, prioritizing work and have a desire to solve problems and eliminate waste.
* Proactive in identifying your development needs and doing something to overcome them.

**KNOWLEDGE REQUIRED**

* Basic knowledge of building maintenance trades and the tasks/activities that can be undertaken be each trade group. (Desirable)
* Understanding of the Geographical Portsmouth City area. (Desirable)

**QUALIFICATION REQUIRED**

* GCSE or equivalent grade C or above in Maths and English.

**EXPERIENCE**

* Worked in an operational / logistical resourcing role. (Desirable)
* 2 years’ experience working in an Operations Centre of a Building Maintenance Contract. (Desirable)