



Planner and Scheduler Job Description

Job Title	Planner and Scheduler
Reports to	Planning and Scheduling Manager
Date Reviewed	August 2018

Background

This is an exciting new opportunity to join the UK's largest independent cleaning equipment and service provider. The business has grown to annual turnover in excess of £24m through organic sales contract wins as well as the recent acquisition of three competitors during the last 12 months. With projected turnover growth for 2018, the organisation is building a solid platform for further growth by strengthening the team further.

The Role

The Planning and Logistics team are responsible booking all client breakdowns, asset management within client SLA agreements (including compliance, hub and logistics planning and scheduled service contract management). Planning and scheduling of these tasks should maximise both Field Operative productivity and routing creating the greatest efficiency in the logistical planning.

Detailed Tasks and Responsibilities Include:

- Main point of contact for all engineer and planning enquiries
- A focus on data entry and reporting
- Work with Planning and Logistics Manager to implement proposed changes to business initiatives
- Ensure all daily KPIs are met
- Support the Helpdesk
- Installations, breakdowns, PA Test (Compliance visits) and Scheduled Service planning within established customer service level agreements
- Work with our internal colleagues based at various locations to ensure that breakdown attendance is delivered on time and in line with customer expectations
- Update and maintain customer records within SSL

Candidate

- Educated to GCSE level or above with grade C pass or above in English and Maths
- NVQ/SNVQ qualifications



- Previous experience in a similar role/environment
- Competent user of Microsoft Office Applications in particular Excel
- Strong communicator with excellent telephone and email manner
- Customer Centric
- Organised
- IT Literate

Equal Opportunities

Our company are an equal opportunities employer and welcome applications from all suitable qualified persons regardless of their sex, marital status, disability, religion, creed, colour, race, nationality, ethnic origins or social background, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable.

If you are successful and are invited to an interview, you should ensure that you bring with you to the interview the correct documentation to confirm your right to work in the UK e.g. your passport (current or expired) or birth certificate with a letter confirming your national insurance number.

Due to the large volume of applications received, we are unable to respond to every application. If you have not heard back from us within 14 days of your application, unfortunately, on this occasion, your application has been unsuccessful but we would like to take this opportunity to wish you every success in your future job search.

To apply for this role, please send your CV to hr@ice-clean.com.