**Job Description**

**Job Title: Planner and Scheduler**

**Division: PHS Hygiene**

**Report To: Lead Scheduler**

**Purpose of Role**

* To assist the Lead Scheduler in their daily duties through delivering and monitoring key performance activities in accordance with Company Goals and Policies
* To undertake a variety of planning and scheduling activities, ensuring that drivers are given optimally scheduled routes which fully utilise their available time, and ensuring that our customers receive levels of service which meet or exceed divisional targets.
* To carry out all activities without compromising health and safety, quality, welfare or the engagement of our colleagues.

**Key Responsibilities**

* To work closely with the Scheduling & Operations Management teams to ensure that we perform to the required level in all aspects of key performance to include, meeting KPI targets, promoting core focus in specific areas.
* To support the Lead Scheduler in their role, to include such activities as dialling into daily Op Rhythm Calls, Weekly Reviews with RGM’s, and to attend any other ad hoc meetings which may be arranged from time to time.
* To schedule routes for Service Drivers in Operations Centres assigned to you, maximising the number of visits scheduled, and ensuring that our resources are fully utilised.
* To promote and communicate changes in ways of working and changes in Company Policies, cascade relevant information and news as appropriate and generally ensure that staff are well informed.
* To assist with Customer Mobilisations, working closely with the On-boarding team and to monitor progress of any rollouts or work that needs to be undertaken, taking any action that is appropriate to provide a fast and appropriate response to any issues which arise to the customer’s satisfaction.
* To promote consistent ways of working and influence the team to continuously improve in a positive environment.
* To resolve queries assigned to you by Customer Services in an appropriate and timely manner.
* To analyse routes for service drivers ensuring that our resources are fully utilised, whilst acting on driver feedback to continuously improve.
* To regularly review unplanned work and other KPI trends to ensure that we are making the best use of resources, as well as utilising the tools in the scheduling software in the most optimum way.
* To ensure that backlogs are maintained and kept at appropriate levels.
* Feedback issues to your Lead Scheduler so that they can identify the root cause and take appropriate remedial action.
* Produce analytical reports as and when required.
* Recommend improvements in scheduling practices to promote efficiency, on-time delivery, and lower costs.
* To travel, when needed to Operations centres and meetings when required.
* Responsible for testing and implementing changes to the scheduling software, as well as implementing changes to procedures/processes.

**Skills and Knowledge Required**

* An advanced level of knowledge of our scheduling system and scheduling practices. Therefore, you will be very IT literate and passionate about technological solutions.
* To be the guardian of the scheduling delivery for your Operations Centres and engender an obsession to delight our customers.
* A smart and analytical employee, who can propose flexible alternatives and see ways around issues to achieve continuous improvement and development.
* You will be very personable and possess great communication skills.
* You will be a great team player with an ability to prioritise and work to challenging deadlines under pressure.
* You will possess a can-do, will-do mind-set which will see the job done.
* You will hold a valid driving licence (essential).
* Demonstrates resilience and overcomes setbacks, using all feedback as productive and improvement opportunity.