**Job Description**

**Job Title: Planner and Scheduler**

**Division: PHS Hygiene**

**Reports To: Planning & Scheduling Manager**

**Purpose of Role**

* 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 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 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.
* To resolve queries assigned to you by Customer Services in an appropriate and timely manner
* Feedback issues to your Planning/Scheduling Manager 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.
* 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.

**Planning** defines WHAT and HOW, while scheduling defines WHEN and WHO.

1.Set Parameters. Before you can use an employee scheduling software like ZoomShift, you must first know what you need to make your business work and grow. ...

2.Create the Schedule. ...

3.Be Flexible. ...

4.Plan for Absenteeism. ...

5.Make the Schedule Accessible. ...

6.Schedule the Right People. ...

7.Final Thoughts.