

## Job Overview:

### Resource Planner & Administrator

<b>Job Title:</b> Resource Planner and Administrator	<b>Location:</b> Stevenage	<b>Company:</b> Gratte Brothers   Foodservice Solutions
<b>Reporting to:</b> Customer Service Manager		

#### Job Purpose:

To ensure efficient delivery and deployment of reactive service engineers, materials and associated resources to meet both the clients agreed contract requirements and the business' needs, ensuring a customer first attitude and delivering excellence in customer service. To create and submit engineers' timesheets by ensuring timesheets are correct and job sheets are completed post attendance.

#### Key Areas of Responsibility:

- Schedule engineers and third-party contractors on the day jobs are raised, ensuring the most effective use of resources based on skill set, geographical location, contractual requirements and engineer availability.
- Ensure all job allocations include the appropriate number of engineers, required equipment and consideration of related works or estimates for the client.
- Build strong working relationships with engineers through regular communication to maximise efficiency and service delivery.
- Proactively manage engineers' diaries, ensuring all new jobs are allocated promptly and any gaps in schedules are minimised.
- Review reactive maintenance jobs daily, taking ownership of outstanding actions and ensuring timely resolution, including supporting colleagues during periods of absence or increased workload.
- Identify opportunities to improve first-time fix rates by arranging the dispatch of required parts prior to engineer attendance where appropriate.
- Coordinate the dispatch, delivery and return of parts, materials and specialist equipment, liaising with engineers, the warehouse and clients to arrange follow-on visits as required.
- Maintain accurate job records, ensuring all relevant information, assets and documentation are updated within internal systems and client portals.
- Provide regular updates to clients and stakeholders, communicating progress, delays and any changes to scheduled works.

- Monitor the completion of engineer and third-party job sheets, following up outstanding documentation promptly and escalating where necessary.
- Review completed jobs daily, ensuring all actions are finalised and jobs are ready for invoicing by the next working day.
- Produce and submit engineer payroll reports in line with monthly deadlines.
- Monitor key performance indicators (KPIs), highlighting any areas of concern to management and supporting continuous improvement initiatives.
- Identify opportunities to improve customer retention, operational efficiency and profitability, including reviewing low-margin or loss-making works where appropriate.
- Respond promptly to telephone calls and emails, ensuring enquiries are managed through to completion and service levels are maintained.
- Attend Microsoft Teams and on-site meetings as required.
- Develop a thorough understanding of departmental processes and maintain the flexibility to support and provide cover across all areas of the Service & Maintenance department.
- Undertake cross-training to ensure resilience across the team and confidently manage enquiries from shared departmental inboxes.
- Carry out any other reasonable duties requested by management.

*This is a broad overview of the position and does not encompass all aspects of the role. Gratte Brothers are an equal opportunities employer and welcome applications from all.*

### **Knowledge & Experience:**

- Previous experience in a service desk, helpdesk, scheduling or administrative role, ideally within a building services, facilities management or engineering environment.
- Experience coordinating engineers or field-based teams.
- Good understanding of reactive maintenance processes and service delivery.
- Experience working with job management or CAFM systems would be advantageous.
- Strong IT skills, including Microsoft Office, particularly Outlook, Excel and Word.
- Ability to interpret reports and use data to monitor performance and identify issues.
- Understanding of customer service principles and the importance of meeting service level agreements (SLAs).
- Commercial awareness, with an understanding of profitability, work in progress (WiP) and customer retention.

### **Attributes & Skills:**

- Adapt to the customers, and companies, changing needs.
- Excellent organisational and time management skills, with the ability to prioritise a busy workload.
- Strong attention to detail and a commitment to maintaining accurate records.
- Excellent written and verbal communication skills.
- Customer-focused with a professional and courteous manner.
- Ability to work effectively under pressure and meet deadlines.
- Proactive approach to problem-solving and identifying priorities.

- Strong administrative skills and confidence working with multiple systems.
- Good IT skills, including Microsoft Office (particularly Outlook, Excel and Word).
- Ability to work both independently and collaboratively as part of a team.
- Adaptable and flexible, with a willingness to support changing business needs.
- Commercial awareness and an understanding of the importance of service delivery and customer satisfaction.
- Positive attitude with a commitment to continuous improvement.