**Ipsum Power (Private Networks) Ltd – PPM Scheduler, Wakefield**

## **The Company**

Our vision is to be the leading customer service focused provider of specialist utility and infrastructure solutions operating on both public and private networks. Providing great customer service is at the heart of what we do, and our commitment is to deliver this safely and innovatively through our highly skilled teams – we call this the Ipsum Way.

We’re always looking for people who are passionate about delivering outstanding customer service and who take pride in delivering essential services 24/7/365 that really make a difference to local people and communities.

We are committed to supporting and developing our people to achieve their full potential. If you join us, as well as learning on the job, we offer structured learning in the form of apprenticeship programmes and sponsoring relevant professional qualifications. If your qualification gives you membership of an accredited professional body then we will reimburse your annual membership fee. Investing in our people and enhancing our expertise and flexibility enables us to deliver the highest standard of service to our customers.

We really value our people and so we like to look after them. In addition to an attractive salary, if you work for us, you’ll enjoy a range of employee benefits which you can explore more about by visiting our website [www.ipsumutilities.com](http://www.ipsumutilities.com).

## **The Role**

## **Job Purpose**

* Responsible for scheduling in PPM, reactive and quoted works.
* Responsible for ensuring works are completed in the most efficient manner, and in compliance with Health and Safety legalisations.

**Principal Accountabilities**

• Manage the relevant CRM system appropriately ensuring sufficient information is captured for future analysis.

• Answer all telephone calls both internally and externally in a professional and timely manner ensuring that all messages are returned appropriately, and breakdowns are dealt with efficiently.

• To ensure works under your control are carried out in a professional and courteous manner and liaise with customers to meet their requirements in full.

• Identify and define requirements, scope, and objectives and ensure that if work is to evolve, we adhere to client requirements.

• Responsible for scheduling PPM, reactive and quoted tasks for internal engineers (as well as appropriate verified sub-contractors where applicable) providing a professional and comprehensive service to all clients.

• Ensuring tasks are planned and completed within clients target response SLA (whilst also being aware of the balance between achievement and cost implications) when considering engineers routes and skill sets.

• Ensure appropriate resource and functional coverage is always maintained (within your scope of responsibility and support provided) to suit the demands of the business.

• Break works into doable actions and achievable timeframes.

• The planning of maintenance is to comply with legal requirements and customers convenience.

• To liaise with Project Managers /Engineers for proposed dates of any works.

• To attend meetings as and when necessary. From time to time this may require you to attend meetings at another location away from the office as requested by the client.

• Attendance may be required to attend weekly planning meetings with the operational management team to highlight and discuss any planning issues. Looking at the plan for the week/month ahead reviewing engineers’ workload to keep non-productive time to a minimum.

## **The Person**

## **Qualifications**

## NVQ level 2 English and Maths or equivalent.

## **Knowledge & Experience**

* Experience of operating in a commercial, multi-divisional organisation.
* A good understanding of MS office suite.
* Experience of dealing with clients and supply chain.
* Previous experience in scheduling of works.

## **Skills & Personal Qualities**

* Exceptional communication skills
* A strong sense of initiative
* The ability to build excellent working relationships.
* A positive and proactive mindset, willing to learn and progress.
* A warm, charming, and confident manner
* Remain calm under pressure and can communicate with internal and external parties.
* Takes a personal pride in making improvements.
* A customer focused individual who is a team player. With an ability to identify where their assistance will help colleagues.
* Highly organised with excellent numeracy skills
* Be experienced in multitasking and prioritising own workload.
* Good organisational, presentation and punctuality skills

*Ipsum is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status, or pregnancy and maternity.*