**Ipsum Water England & Wales, Preston, Work Planner**

## **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.

Ipsum has grown via the acquisition of companies with strong expertise that have been operating in the UK Utility and Infrastructure sectors for more than 20 years.

We operate across a National footprint working with customers such as Openreach, United Utilities and UK Power Networks, as well as some of the UK’s largest industrial and retail businesses.

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**

The role will be integral to our busy planning team working in collaboration with our operations teams and liaising daily with our customers to deliver efficient planning of their requirements.

## **Job Purpose**

You will be responsible for the provision of effective and efficient programming that ensures a productive service delivery daily.

## **Principal Accountabilities**

* To collate orders for work in advance of proposed start dates.
* Use information available to produce efficient packages of work.
* Liaise with Planning and/or Project Manager and/or Project Supervisor to resolve any issues inhibiting the planning of the work.
* Preparation, submission and updating of street works notices in compliance with current legislation.
* Opening and closing of street work Notices/Permits
* Understanding and using the Symology system
* Liaising with local authority’s and client representatives
* Receive and record data onto work management systems.
* Delivery on weekly status reports to the management team and client
* Operate in line with Company policies and strategies and be proactive in promoting improvement locally.
* Maintain own levels of skill and knowledge to do the job effectively and achieve personal targets.
* Comply with the relevant Company Health and Safety Policy provisions
* Always establish good relationships and communication and resolve issues and early resolution of any potential problems.

## **The Person**

## **Qualifications**

* Driving Licence

## **Knowledge & Experience**

* Previous experience in a work planning position
* Experience in Utilities Industry
* Experience in planning management with Street works; Permitting and Traffic Management.
* IT literate and proficient in Microsoft Office package
* Experienced user of Symology & Streetworks Software
* Understanding of NRSWA (New Roads and Street Works Act), and associated codes of practice and industry best practice advice.
* Proven experience of working in customer service or a customer focused environment.
* Professional, customer focused with a good standard of verbal and numerical reasoning.
* Experience in analysing and interpreting data.
* Working knowledge of Health and Safety
* Knowledge of waste network operations business processes

## **Skills & Personal Qualities**

* Ability to communicate both up and down within Ipsum and the Client Organisation
* Excellent communication skills
* Excellent time management skills, with ability to deliver tasks to deadline.
* Professional and positive approach
* Self-motivated and organised.
* Flexible attitude and approach.
* Team player, and able to work on own initiative.

*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.*