



Job Description

Operations Planner / Coordinator - Plumb Tomatoes

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Manage and co-ordinate all plumbing field operations coordination of directly serviced operations supporting reactive and planned works schedules across all contracts and estimating, quoting and invoicing as required. Effective co-ordination of field team's day to day work to ensure the client requirements are delivered within specification and timescales and providing support to Projects and other divisions in resource deployment, subcontractor management and overall delivery.

Key in this role is to ensure

- Coordination and deployment of field resources, ensure coverage of day to day requirements and associated equipment, permits and paperwork
- Liaison with divisions and provide assistance and advice on best resource allocation of all field resource.
- Provide on support and guidance on complex works as required.
- Client liaison and meetings on request to provide information and solution suggestions for estimates and quotes and/or projects.
- Assistance in the production of required works permits, Risk Assessment and Method Statements.
- Administration of resources including raise job sheets and/or packs to be issued, job sheets return's and assisting in validation of weekly timesheets
- Updating and general Sage management to ensure effective invoicing.
- Provision of operational support to other functional areas.
- Development and innovation with service provision within key client contracts
- New customer and market identification and estimating to support divisional sales growth.
- Identification of new materials and techniques.
- Promotion of good and best practice.
- Overseeing operations and specialist projects.
- Undertake field audits relating to safety and quality and provide client advice and liaison where required.
- Make sure clear instructions issued to field resources of work allocation as required.
- Deputise for the Plumbing Manager as and when required.
- Support the delivery of training and competency requirements.
- Administer and control of sub-contractors where engaged.
- Support maintaining the resource plan and recruitment as required.
- Ensuring achievement of customer requirements and enhancing customer satisfaction
- Determining customer additional requirements and maximise additional works opportunity.
- Communication to field operatives of company requirements, including HSQE requirements.
- Consultation with employees and receipt of requirements and suggestions.
- Support Compliance Manager issuing H&S information.
- Oversee safety documentation including, Method Statements / Works Package Plans, Task Briefings, Toolbox Talks
- Oversee correct use of required permits, licenses and consents relating to works
- First line investigation of incidents and close callsGeneral Safety, Health and Environment Awareness
- Plumbing to NVQ Level 3
- Current full driving license
- Strong MicroSoft Office Suite skills
- Minimum of 5 years' experience in Plumbing and supervisory/management role.