Vacancy – Planner 📈

🌟 About the Role 🌟

We are looking for a motivated and detail-oriented **Planner** to join our Service Delivery team. In this role, you will be responsible for scheduling calls for the Service Technicians.

- Book in technicians for service visits as required by phone, email, or customer portals.
- Send out customer communication as required to keep them updated with scheduled calls.
- Helping the business achieve revenue targets by scheduling enough revenue whilst maintaining service levels for our customers.
- Ensure the business achieves its contract fulfilment targets and a balance of work is maintained between reactive calls and preventative maintenance.
- Become an expert on the internal scheduling system (FLS).
- Provide daily reporting to the leadership team covering the next day's plan.
- Raise site specific permits where required, enabling our technicians to access sites without delay.
- Monitor trends of our key scheduling KPIs and manage plans accordingly.
- Update customer portals with information relating to service calls ensuring statuses are accurate.
- Handle general customer enquiries, escalations, and complaints relating to scheduling.

🌐 About You

We are looking for someone who is organised, proactive, and with the ability to prioritise workload.

Essential Skills & Experience

- Strong analytical skills with a detail orientated approach.
- Ability to be reactive and solve problems such as adjusting schedules.
- Able to communicate clearly and effectively with a customer focused attitude & an ability to interpret data.
- Team player who is adaptable and happy to support others to achieve the overall business goals.
- Results focused with the ability to make decisions and work independently.
- Previous experience of working to structured KPI's / SLA's
- Competent user of Microsoft Office Suite.

ℹ️ Further Information

If you would like more information about the role, please contact the HR team.

📢 Employee Referral Scheme

Know someone who would be a great fit? Share this opportunity with your friends and associates. Successful referrals help us grow our team and may qualify for a **Finder's Fee** (subject to eligibility and terms as outlined in the referral scheme).

✉️ Apply Now

Closing Date: 13th November 2026. Please submit **CV and covering letter** to: **recruitment@hobartuk.com**

Internal Applicants: Please inform your line manager before submitting your application.