

## Job Description

### Position Details

**Job Title:** Planning Assistant

**Job Level:** M4

**Directorate:** Services

**Department:** Planning

**Location:** Flexible

**Type of Contract:** Permanent

**Reports to:** Planning Manager

### Purpose of Job:

To support with planning and scheduling work into Operational teams in multiple locations ensuring the effective delivery of accessible formats to meet customer requirements, utilizing resources and managing data to provide maximum capacity and future growth.

### Impact:

To ensure the effective delivery of customer requirements in terms of turnaround times.

### Financial Responsibility:

None

### Decision Making Responsibility:

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### Royal National Institute of Blind People

A registered charity in England and Wales (226227), Scotland (SC039316) and the Isle of Man (1226). Also operating in Northern Ireland. A company incorporated by Royal Charter. Registered in England and Wales (RC000500). Registered office Grimaldi Building 154A Pentonville Road London N1 9JE

Required to make judgments and solve problems within defined areas which will be guided by policies and precedents.

**Main Accountabilities:**

1. Support the day-to-day planning activities by working with internal teams to ensure work is planned in effectively and can meet delivery times.
2. Process jobs using internal systems resulting in accurate Production orders for operational teams.
3. Support with updating and ensuring accuracy with system data. Assisting teams with the collection, analysis, and monitoring of data.
4. Create and monitor schedules for Stakeholders, supporting and tracking the progress of existing and new workstreams and jobs that require multi team input.
5. Answer queries from internal teams on progress and overall status of jobs.
6. Support the Planning Manager with developing and updating planning processes for new and existing workstreams.
7. Identify and flag resourcing issues and support Planning Manager to create solutions to ensure activities are adequately resourced, and production teams are utilised to maximum capacity.
8. Establish and maintain positive relationships with all stakeholders to support planning requirements.
9. To ensure daily Planning activities are completed in a timely manner.

**General**

The following points are common to all job descriptions:

1. Undertake any other duties commensurate with the post

2. Adhere to all RNIB Group policies and procedures

## **Person Specification**

**Please note all criteria are essential unless otherwise stated**

### **1 Specialist Knowledge, Skills and Experience**

- 1.1 Proven experience of working across multiple teams within an operational or production environment
- 1.2 Experience of successfully delivering multiple products to a range of customers with different requirements in terms of cost, quality, and timescale.
- 1.3 Experience of working with production schedules.
- 1.4 Experience of making improvements to processes and systems to increase efficiency and effectiveness.

### **2 People management skills/ team working skills**

- 2.1 Able to co-ordinate work across teams of people based on multiple sites ensuring that they work together with the same priorities and delivery targets
- 2.2 Able to work effectively with people across the organisation
- 2.3 Ability to build a rapport and establish professional relationships with others, based on trust and understanding.

### **3 Planning and Organisational skills**

- 3.1 Planning and organisations skills to help analyse demand and schedule the delivery of work.
- 3.2 Ability to plan over both the short and long term.
- 3.3 Ability to organise time effectively, creating work schedules, prioritising workloads and meeting deadlines.

3.4 Detail-orientated and conscientious.

## **4 Problem-solving and creative skills**

4.1 Strong initiative and sense of purpose, a high level of energy and a high degree of self-motivation.

4.2 Experience of problem solving

## **5 Communication skills**

5.1 Excellent communication skills both verbal and written

5.2 Strong communicator who is able to interact with all levels of audience via report writing, presentations and verbal updates.

5.3 Ability to provide both detailed and summarised reports.

## **6 Equal Opportunities**

RNIB expects an ability to understand and demonstrate commitment to its Equal Opportunities Policy and to ensure all activities are consistent with the Equal Opportunities Policy. This includes all staff activities and their interface with all employees, customers and service users.

## **7 Special Conditions**

7.1 Must be prepared to travel and attend meetings and training as required which will involve occasional overnight stays.

7.2 Disclosure and Barring Service check may be required depending on the following information:

Please answer Yes or No following the colon.

Will the position holder have any direct contact with RNIB Group customers, whether face to face or through telephone?: No

If yes, will the position holder work with children, adults or both?:  
No

Are any other additional security checks required?: Yes

If yes which checks?: Credit check, financial sanctions check

- 7.3 Safeguarding is everyone's responsibility. Safeguarding is about preventing and stopping both the risks and experience of abuse or neglect, while at the same time making sure we promote staff, service users and customers people's wellbeing.

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