

Job Description: Senior Planner	
Location	Based at London office with occasional home working
Hours per week	38.75 hours per week, Monday – Friday.
Reporting to	Planning Manager
Key responsibilities	<ul style="list-style-type: none"> <li>• Manage complex, group clients as well as smaller single sites to ensure that audit rounds are scheduled in line with service delivery requirements of contracts</li> <li>• Undertake daily diary scheduling for employed and associate consultants</li> <li>• Liaise with designated clients in order to book in audits and to respond to any requests or queries</li> <li>• Plan all visits to ensure maximum utilisation whilst having due regard to the requirements of the business, client needs and expectations and resources</li> <li>• Ensure that all cancellations are covered through the reorganisation of audits in order to ensure that consultants meet their billable targets</li> <li>• Ensure that overdue audits are kept to a minimum</li> <li>• Arrange work in such a way as to be carried out in the most efficient and cost-effective way</li> <li>• Maintain regular contact with consultants throughout the day</li> <li>• Respond to any emergencies, variations, cancellations or other issues in a timely manner</li> <li>• Manage emails to ensure queries/requests (internal and external) are replied to in a reasonable time</li> <li>• Build strong relationships with colleagues, clients and other external stakeholders</li> <li>• Provide cover for the Planning Manager's consultants/clients during times of sickness or annual leave</li> <li>• Develop a good understanding of Food Alert's products, services, systems and processes on an on-going basis</li> </ul>

	<ul style="list-style-type: none"> <li>• Use technology and business process improvements to make efficiencies in the way work is carried out</li> <li>• Support the Planning Manager with regular reporting for the SMT</li> <li>• Other responsibilities relevant to the purpose of the role as required by the line manager</li> </ul>
--	---

Person Specification	
Experience	<ul style="list-style-type: none"> <li>• Solid planning experience, including large multi-site group clients.</li> <li>• Experience of working in an auditing or consultancy environment.</li> </ul>
Competencies	<ul style="list-style-type: none"> <li>• Able to build relationships with clients and prospects, maintaining a consultative and professional approach</li> <li>• Excellent diary and project management skills, with the ability to foresee and troubleshoot issues that might arise</li> <li>• Ability to work under pressure and to tight deadlines</li> <li>• Strong problem-solving skills, and a logical and structured approach to handling planning clashes</li> <li>• Strong relationship management and excellent communication skills</li> <li>• Strong written and verbal communication skills</li> <li>• Ability to work on own initiative but team orientated and able to work with minimal supervision</li> <li>• Excellent customer service skills, with the confidence to deal with a range of clients and to handle difficult situations</li> <li>• Proven ability to streamline procedures and make operational business process improvements</li> </ul>
Specific knowledge	<ul style="list-style-type: none"> <li>• Computer literate in relevant packages (Word, Outlook, Excel, CRM systems)</li> </ul>