

Job description: Senior Planner

Location	Based at London office (Cromwell Road)
Hours per week	38.75 hours per week, Monday – Friday.
Reporting to	Planning Manager
Key responsibilities	<ul style="list-style-type: none"> • 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. • Undertake daily diary scheduling for employed and associate consultants. • Liaise with designated clients in order to book in audits and to respond to any requests or queries. • Plan all visits to ensure maximum utilisation whilst having due regard to the requirements of the business, client needs and expectations and resources. • Ensure that all cancellations are covered through the reorganisation of audits in order to ensure that consultants meet their billable targets. • Ensure that overdue audits are kept to a minimum. • Arrange work in such a way as to be carried out in the most efficient and cost-effective way. • Maintain regular contact with consultants throughout the day. • Respond to any emergencies, variations, cancellations or other issues in a timely manner. • Manage emails to ensure queries/requests (internal and external) are replied to in a reasonable time. • Build strong relationships with colleagues, clients and other external stakeholders. • Provide cover for the Planning Manager’s consultants/clients during times of sickness or annual leave. • Develop a good understanding of Food Alert’s products, services, systems and processes on an on-going basis. • Use technology and business process improvements to make efficiencies in the way work is carried out. • Support the Planning Manager with regular reporting for the SMT. • Other responsibilities relevant to the purpose of the role as required by the line manager.

Person Specification

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