



Job Title:	Planning & Systems Coordinator
Department/Team:	Technical
Reports To:	Technical Director
Location:	Chiswick Avenue, Mildenhall (full time on site)
Date:	June 2026

Job Purpose

The Planning & Systems Coordinator is responsible for coordinating production planning activities across the business to ensure customer demand, manufacturing capacity, material availability, drawing readiness and delivery commitments are aligned.

This role acts as the central coordination point between commercial, design, procurement, production and logistics, helping to embed effective planning disciplines, maximise resource utilisation and achieve safe, efficient and on-time delivery across a varied precast concrete and steelwork product range.

Key Responsibilities

Production Planning & Scheduling

- Develop, maintain and control production schedules that balance customer demand, manufacturing capacity, quality requirements and agreed delivery dates.
- Plan and sequence production across a varied precast concrete and steelwork product range, taking account of mould availability, curing times, labour capacity, material supply, technical readiness and transport requirements.
- Review forward demand and production loading to identify capacity constraints, delivery risks and bottlenecks, escalating issues promptly and recommending practical corrective actions.
- Adjust schedules proactively in response to changing customer priorities, operational issues, material shortages or design changes while maintaining clear visibility of delivery impact.
- Monitor production performance against plan and support actions to improve schedule adherence, throughput and on-time in-full delivery.

Order Readiness & Customer Demand Coordination

- Convert customer orders into workable production plans, ensuring all relevant information, drawings, specifications and delivery requirements are available and accurate.
- Work closely with the commercial team to communicate realistic lead times, production commitments and schedule changes so that customer expectations remain aligned with operational capability.
- Support the timely processing of orders through standard drawings and drawing management systems, ensuring work is released to production only when ready.



- Respond to planning-related customer and internal queries accurately and promptly, escalating where necessary to protect delivery performance and customer service standards.

Cross-Functional Coordination

- Act as the key coordination point between commercial, design, procurement, production and logistics to ensure plans are understood, achievable and aligned across the business.
- Liaise with the Design Lead and technical teams to confirm drawing availability, technical readiness and any project-specific planning controls required to support production and delivery.
- Coordinate with procurement to ensure materials, bought-in items and critical components are available in line with production requirements, accounting for supply chain risks.
- Facilitate prompt resolution of manufacturing issues, conflicting priorities and operational queries by bringing the right stakeholders together and maintaining momentum to conclusion.

ERP, Data & Process Ownership

- Support the ongoing development, implementation and continuous improvement of the Odoo ERP system so that it accurately reflects production capacity, routings, work centres, lead times, bills of materials and operational constraints.
- Act as an expert Odoo user for planning and production, providing first-line support for system queries, encouraging consistent use of processes and helping colleagues adopt effective ways of working.
- Maintain the integrity, timeliness and visibility of core planning and production data, ensuring orders, priorities, stock status, work in progress and capacity information are accurate and accessible.
- Create and maintain clear user guides, standard operating procedures and simple training materials to support onboarding, refresher training and process consistency.
- Work with internal stakeholders and external support partners to test system changes, validate outcomes and implement enhancements that improve planning effectiveness and operational performance.

Continuous Improvement & Business Support

- Develop a strong understanding of the company's product range, production methods and operational constraints in order to support effective prioritisation and decision-making.
- Identify recurring planning issues, process gaps and data weaknesses, proposing and supporting practical improvements that strengthen planning discipline across the business.

Health and Safety

- Adhere to all health and safety practices and procedures across the business.
- Attend Toolbox Talks to keep up to date with any changes to health and safety legislation, process and/or policy.
- Report any health and safety concerns or incidents and accidents.
- Maintain correct Personal Protective Equipment (PPE) needed for the role, reporting any defects or additional PPE that may be needed.

Other

- Be an ambassador for JKH's brand and values – demonstrate the company values through behaviour and ways of working:

Integrity – Act with honesty and deliver on promises. Maintain strong moral principles at all times regardless of who is watching.

Accountability – Safety is the priority, don't cut corners. Everything is done to the highest standard and always look for what can be improved. Take ownership of tasks and do not walk past a problem expecting the next person to deal with it.

Collaboration – Co-operate with others to achieve team goals. Treat everyone with respect and provide support where you can.

- Undertake any training and development as required by the business.
- Attend meetings as required by the business.
- Undertake ad hoc projects as required by the business.
- Work with the Senior Management Team and other Stakeholders to implement company policies and procedures and targets.
- Any other duties as required by the business.

Knowledge, Experience and Technical Skills

Essential

- Proven experience in production planning, scheduling or operational coordination within a manufacturing, construction products or related environment.
- Strong understanding of how production capacity, materials, labour, technical information and delivery requirements interact to affect operational performance.
- Experience of working cross-functionally with production, procurement, technical/design and commercial teams.
- Good working knowledge of ERP systems and the importance of accurate master data for planning, scheduling and operational control.
- Strong organisational skills, attention to detail and the ability to manage multiple priorities in a fast-paced environment.
- Clear and professional communication skills, with the confidence to raise concerns, challenge unrealistic timescales and influence stakeholders constructively.
- A proactive, solution-focused approach to problem-solving with a strong customer service mindset.
- Good IT skills, including Microsoft Outlook, Word and Excel.

Desirable

- Experience within precast concrete, construction manufacturing, steelwork or a made-to-order production environment.
- Understanding of technical drawings, design standards and drawing control processes.
- Experience supporting ERP implementation or improvement projects, ideally using Odoo.
- Experience maintaining routings, bills of materials, workflows, reports or user documentation within an ERP environment.
- Knowledge of planning tools, drawing management systems and production reporting processes.

Person Specification

- Acts as a positive role model, demonstrating the company's values through professional behaviour and high standards of work.
- Builds credibility and trust across departments through reliability, sound judgement and consistent follow-through.
- Communicates clearly, objectively and confidently, including when raising risks, resolving conflicts or challenging competing priorities.
- Works collaboratively and develops effective relationships with colleagues, customers and other stakeholders at all levels.
- Thinks ahead, plans effectively and makes balanced decisions in a fast-moving operational environment.
- Shows resilience, accountability and personal ownership for achieving results and driving actions through to completion.
- Is receptive to new ideas and demonstrates a continuous improvement mindset, with the ability to identify better ways of working and support change.
- Maintains a hands-on, engaged approach and is comfortable working closely with production and other operational teams.