L&Q Group

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| Role title | Resource Planning and Management Information Analyst | | | | | | | Date | | | 30/07/20 | |
| Reports to Title | Resource Planning and Management Information Manager | | | | | | | Version | | | 1 | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **✓** | **Standard** |  | **Enhanced** | |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | | |
| Purpose: To support the RP/Manager with the customer service and debt management service delivery plans and forecasts. To produce effective and efficient analysis and utilisation of staff resources, and to measure performance against agreed SLA’s. Planning and forecasting across multiple channels (inbound and outbound voice, email, social media, e-task and webchat) to support the CSC to meet service levels and performance goals.  Maintain and have the ability to build upon existing resource models and develop and produce management information reporting. (Excel with VBA, Teleopti, Puzzel, Power Bi)  Deputise for the RP/MI Manager. Supporting real time management where required.  . | | | | | | | | | | | | |
| Key Responsibilities / Deliverables: | | | | | | | | | | | | |
| **Main Accountabilities:** List in order of priority, the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | | ***Time***  ***(%)*** |
| 1. Create effective and robust planning models for forecasting, resource allocation and schedule plans across inbound and outbound contact channels to meet service level KPI’s. Produce short, medium and long term plans, ensuring key planning factors are robust and ‘actuals’ are within forecasted variance. Create and distribute schedules based on forecasts, operational targets and staff availability. Planning daily shifts, utilising and optimising staffing across all contact channels. Operate the holiday booking process and the agreement of off phone activity to maximise resource availability during peak periods. | | | | | | | | | | | | 30% |
| 1. Work with the Dialler manager to support and analyse outbound performance and drive results through effective forecasting and resource allocation. Working collaboratively to ensure data and resource application optimise dialling in a compliant and efficient manner. | | | | | | | | | | | | 30% |
| 1. Production of management information reports, providing analysis, insight and understanding into whole operational performance. Conduct data analysis and develop engaging performance reports on a daily/weekly/monthly basis, to identify trends, recommend strategies and highlight performance risks to the Management team. To proactively add value through effective data analysis. | | | | | | | | | | | | 15% |
| 1. Provide daily resource planning support and adhoc MI including questions/emails from across the department. | | | | | | | | | | | | 10% |
| 1. To work with all relevant stakeholders providing a seamless scheduling and reporting process. | | | | | | | | | | | | 10% |
| 1. Act as an ambassador for L&Q values. | | | | | | | | | | | | 5% |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | |
| No specific budget responsibility | | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | |
|  | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities | | | |
| **Knowledge, Skills and Abilities** | | | |
| Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications. | | | |
| 1. Demonstrable experience within a contact centre resource planning team with a good understanding of workforce management, inbound, outbound and back-office methodologies and metrics - **Essential** | | | |
| 1. Relevant workforce management experience in a fast paced, customer focused environment with advanced understanding of end to end resource planning methodologies – **Essential** | | | |
| 1. Practical ability within a scheduling/forecasting/real time cycle, with a strong understanding of Contact Centre dynamics across omni-channel, resource implications and performance indicators – **Essential** | | | |
| 1. Practical ability to collaborate various data sources into meaningful, engaging reports with impact **– Essential**. | | | |
| 1. Excellent written and verbal communications skills, able to produce detailed and accurate forecasts and schedule plans with the ability to translate/communicate to internal Customers – **Essential** | | | |
| 1. Highly analytical with strong organisational skills- **Essential** | | | |
| 1. Self-motivated, flexible with a desire to deliver excellent results & new ways of working - **Essential** | | | |
| 1. MS Office with advanced Excel skills including VBA – **Essential** | | | |
| 1. A recognised planning qualification - **Desirable** | | | |
| 1. Experience planning resource allocation in an outbound contact centre **- Desirable** | | | |
| 1. WFM system experience – **Essential**. Experience with Teleopti and or Puzzel - **Desirable** | | | |
| **L&Q Values** | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviors and actions. | | |
| **People** | | |
| * We care about the happiness and wellbeing of our customers and employees | | |
| **Passion** | | |
| * We approach everything with energy, drive, determination and enthusiasm | | |
| **Inclusion** | | |
| * We draw strength from our differences and work collaboratively | | |
| **Responsibility** | | |
| * We own problems and deliver effective, lasting solutions | | |
| **Impact** | | |
| * We measure what we do by the difference we make | | |
| **Other** | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | |