

## ROLE PROFILE

<b>Department:</b>	Customer Service Centre
<b>Job Title:</b>	Resource and Planning Manager
<b>Key Skills Required:</b>	Must be effective with resource planning, forecasting and staff optimisation using relevant IT systems. Have conceptual awareness and be outcome focussed. Will be able to define causes of business problems and develop effective solutions to them by applying a systematic and analytic approach. Consciously considers and chooses the most appropriate means of influencing to reach a specific outcome through effective working relationships for the long-term benefit of the organisation.
<b>Job Purpose:</b>	<p>To assess, plan and schedule staffing levels within the Customer Service Centre to ensure efficient use of resource and the delivery of excellent service.</p> <p>To produce, analyse and report on, performance statistics and management information.</p> <p>To analyse and report on demand delivered through multi contact channels and provide change recommendations to enhance effectiveness and reduce inefficiencies of staffing, processes and technology.</p> <p>To provide line management responsibilities to Centre Resourcing Officer.</p>
<b>Reporting to:</b>	Customer Service Manager
<b>Responsible for:</b>	Centre Resourcing Officer

### Key Responsibilities and Accountabilities

To assess, plan and schedule staffing levels within the Customer Service Centre to ensure efficient use of resource and the delivery of excellent service.

To produce, analyse and report on, performance statistics and management information.

To analyse and report on demand delivered through multi contact channels and provide change recommendations to enhance effectiveness and reduce inefficiencies of staffing, processes and technology.

To provide line management responsibilities to Centre Resourcing Officer.

Identify recruitment needs for the CSC and manage the change of hours request process.

Responsible for the effective planning, allocating and monitoring of staff resources to ensure the CSC achieves its service levels and key performance indicators.

Responsible for the production of effective and accurate call forecasting based on historic, current, ad-hoc and future contact expectations.

To provide staffing rotas 4 weeks in advance.

Utilise staff resourcing and rostering tools to produce plans for the operational team leaders to maintain staffing levels appropriate to call volumes.

Deliver relevant, timely and accurate daily, weekly and monthly analysis of Customer Service Centre Operational performance. Proactively conducting further 2nd level analysis if required in order to ensure information is actionable.

Develop monitoring / reporting / analysis models to be able to review Customer Service Centre performance against plan and internal supply agreements.

Develop relationships with key data providers internally (externally if required) in order to negotiate and ensure the delivery of data to support analysis to customers needs.

Monitoring levels of channel shift delivered and making recommendations to enable channel shift that will ensure effective and efficient options of service.

Proactively identify ways to maximise the efficiency and effectiveness of operational analysis, reviewing the department techniques, processes and procedures.

Proactively take ownership for regularly reviewing Customer Service Centre reporting and analysis requirements, proposing improvements according to own business knowledge.

Provide timely and accurate analysis of the Customer Service Centre operation in order for the Customer Service management team to develop and deliver plans and changes to achieve business objectives and service delivery targets.

Responsible for the production and reporting of performance and management information, collating data, inputting and recording exceptions.

To provide on-going Customer Service Operational and project analysis across multiple dimensions (e.g. size, growth, behaviours and trends) for regular reporting and on an ad hoc basis within tight timeframes.

Work closely with Customer Service Manager and Team Leaders to lead, plan, develop and implement relevant reporting and analysis requirements in order to drive operational performance improvement.

Deliver general administrative support and delegated duties as required.

Liaison with internal and external customers to ensure a professional service is delivered and key performance indicators are achieved.

Manage and maintain all CSC internal supply agreements and produce monthly quality and level of service reporting.

Manage the ACD telephony switch, utilising CSM to ensure adequate levels of visibility and utilisation.

Own and update, where applicable, the operations and methods manual for the customer service centre.

Own, develop and maintain working instructions describing the production process for reports and analytical processes.

Responsible for maintaining day to day ACD functions including adequate call routing, switch vectors, IVR components and queue management facilities.

Support a pro-active advice, research and analytical service including ad hoc trials and studies based on sound statistical principles, including the design of trials, sampling techniques, data collection and analysis and the provision of recommendations for action in order to improve customer experience, operational efficiency and revenue opportunities.

Take ownership of 'escalated' operational performance issues, liaising and supporting customer service systems, resource, service development etc. in order to ensure a co-ordinated approach to further analysis and resolution of the issues.

To ensure that own personal performance and knowledge are continually assessed for improvement against agreed personal and service development plans.

As part of the quality network within the organisation, take the customer service lead for Continuous Business Improvement (CBI) and quality. Deliver metrics and champion quality and business improvement within the CSC.

Be accountable for customer satisfaction and research programmes including management of the internal agreement for the operational delivery of these programmes.

Co-ordinate specific projects as directed.

Develop and manage specific customer relationship management research projects including scoping, delivery and analysis leading to observations and recommendations. Examples include, Focus Groups, Mystery Shopper etc.

Support and deputise where necessary for the customer service manager in all matters relating to internal relationships.

To provide cover on occasion for the Customer Service Manager or colleagues across other locations or departments.

Will be required to carry out any other duties of a similar nature and type, and carrying the same level of responsibility, as may from time to time be directed through your line manager.

Be flexible in working patterns to meet the variable demands of customers.

To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.

Apply, promote and implement Midland Heart's Equalities & Diversity Policies and Code of Conduct.

To undertake any other duties as may reasonably be required and which may arise from time to time within the context of the duties and responsibilities contained within the job description.

## Person Specification

	Application	Interview	Test
<b>Education, qualifications and training</b>			
1. At least 2 years' experience in business analysis or related role, setting up analytical tools and models.	X	X	
2. GCSE English, Maths and at least 2 other subjects at level 'C' or equivalent or ability to demonstrate suitable work experience necessary for delivering the role.			
<b>Experience</b>			
3. Experience of data sourcing, analysis and presentation with Excel (advanced), PowerPoint (medium) and Access (low to medium).	X	X	X
4. Preparing and delivering presentations to management.	X	X	X
5. Working within a contact centre / operational management environment ideally within a planning, forecasting and scheduling environment.	X	X	X
6. Working upon a range of IT systems to deliver a function or service.	X	X	
7. Team Leadership and Performance Management.	X	X	
<b>Knowledge</b>			
8. Contact Centre technology including effective use of Workforce Management solutions and management of telephony (ACD) IT systems.	X	X	
9. Ability to consciously consider and chooses the most appropriate means of influencing to reach a specific outcome.	X	X	X
10. Related compute packages including Microsoft Office and possibly other bespoke business systems and databases.	X	X	X
11. Performance Management.	X	X	
<b>Skills</b>			
12. Problem solving and decision making.	X	X	X
13. Ability to consciously consider and chooses the most appropriate means of influencing to reach a specific outcome.	X	X	
14. Ability to creates effective plans for own work and/or others to enable the achievement of functional or business area objectives.	X	X	
15. Process review, analysis and report writing.	X	X	
<b>Behaviours</b>			
16. Committed and passionate for delivering excellent customer services 'right first time'.	X	X	
17. A self-motivating, team player that considers the role of all involved within the end to end service and across all organisations.	X	X	
18. Works in the most efficient manner, identifying opportunities for further improvement in terms of resource, budget and time.	X	X	
19. Understanding of and commitment to the principles of equality and diversity.		X	