

Job description

Service area: Citizen Services

Job title: Forecast, Planning & MI Manager

Band: 7

Location: Bridge House

Job purpose:

Working with the existing Forecasting and Planning Manager you will be jointly responsible for delivering accurate operational plans for the Contact Centre and Back-office areas enabling teams to maximise resources to meet business requirements. The Workforce Team also provides planning and resource management expertise to other areas of the NHSBSA and therefore the ability to tailor plans to different services will be essential. This may involve no operational back-office environments.

You will be responsible for managing and developing a team and will be required to work with Team Managers, Operational Management Team and Heads of Service. You will also be required to work closely with other services and building the appropriate relationships to ensure planning and forecasting in these areas is effective.

In this role, you are accountable for:

1. The Forecasting and Planning Manager will be responsible for delivering accurate manpower/forecast plans for the Contact Centre and Back Office enabling teams to maximise resources to meet contact centre business requirements.
2. Managing and developing a team you will be responsible for development of new and innovative schedule/Forecast/Management Information system to aid the contact centre to maximise efficiency

3. Working with and through Team Managers, Service Delivery colleagues and the Head of Customer Operations to ensure that the centre meets all objectives, including output and accuracy targets
4. Play a key role in driving service level consistency for Citizen Services customers and responsible for maximising workforce operational resource by driving cost-effectiveness and staff efficiencies. Support the change management agenda through building strong links with the appropriate parties
5. Develop the formulation of service Forecasting, Planning, and Management Information strategies and objectives. Also contribute to business plans including formulation and development of options for the optimisation of Contact Centre and Back Office shift patterns including management of annual leave process.
6. Design and develop the use of workforce management system.
7. Deliver flexible schedules for the Contact Centre to provide an optimum resource fit against forecast demand.
8. Broaden scheduling innovation and the supporting technology to deliver efficiency in line with contract constraints and working time directives.
9. Identify and plan training, communication, team meetings and other off phone activities ensuring delivery of service targets.
10. Identify shrinkage requirements and continually seek ways to improve resource wastage through challenge and innovation.
11. Promote and develop flexible working practices that provide benefits to customers, NHSBSA and colleagues.
12. Working with the Resource, Planning & Telephony Manager to understand predicted demand and achieve an optimal full-time/part-time balance and maintenance of appropriate team sizes and management ratios.
13. Develop a strong partnership with Service Delivery managers and have responsibility for monitoring and planning output and KPI's to meet services standards in relation to call response times and completion of service and activity requests.
14. In conjunction with the Resource, Planning & Telephony Manager agree strategies/policies for Resource Planning in the context of Scheduling/Forecasting & Management Information generation for the Contact Centre and analysis of their actual operational performance against planned, ensuring staff plans are signed off and accepted by the business and reporting against defined accountability and key performance measures.
15. Demonstrate effective stakeholder management, with the other teams within Citizen Services, ensuring staff plan planning delivery within defined time, quality, and cost criteria.
16. Identify, champion and manage technical opportunities to develop/improve scheduling solutions through a controlled change management process and be seen as the centre of excellence in providing scheduling solutions
17. Investigate any areas of underperformance acting at speed to rectify the situation, proposing solutions to key stakeholders engendering a partnership approach.
18. Engender a model of continuous improvement within the teams ensuring opportunities for improvement are investigated and best practice is shared across Citizen Services.

19. Provide impact assessments of proposed new and changes to scheduling, and high level estimation to support the operational planning team's feasibility studies.
20. Provide all stakeholders with scheduling analysis, ensuring thorough detailed analysis that all scheduling solutions will meet or exceed operational risk criteria and are aligned to business scheduling and people strategies.
21. Constantly strive to deliver highly efficient scheduling and planning process to reduce budgetary requirements.
22. To provide recommendations to the Citizen Services management team on how best to manage the needs of real time service level impacts and appropriate courses of action to ensure targets are met
23. Maximising performance through analysis, balancing of telephony traffic. Communicating performance achievements to senior management.
24. To effectively manage network level traffic and call queues, ensuring that the contact centre offers the highest levels of service at all times of the day by maximising staffing efficiencies to help deliver the business agenda.
25. Responsible for team's personal development. Provide a second level of support through coaching and guidance on management issues whilst also ensuring line managers remain fully empowered in a supportive environment.

In addition to the above accountabilities, as post holder you are expected to:

Undertake additional duties and responsibilities in line with the overall purpose of your role and as agreed by your line manager.

Demonstrate NHSBSA values and core capabilities in all aspects of your work.

Foster an environment where your own and colleagues' safety and well-being is promoted.

Contribute to a culture which values diversity and inclusion.

Comply with NHSBSA policies, procedures and protocols as they apply to your role.

Working relationships

Responsible to: Resource, Planning & Telephony Manager

Direct Line Management Responsibility for: Forecast, Planning & MI Analysts

Key relationships and connections:

Management Team.

Other colleagues throughout the business.

External and internal customers.



Person specification

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	Essential criteria	Desirable criteria	Demonstrated by
Personal Qualities, Knowledge and Skills	<ul style="list-style-type: none"> • Excellent verbal & written communication skills. • Experience and developed skills in presenting complex data and information to non-technical managers and staff at senior levels • Able to work on own initiative. • Ability to see wider implications, consequences and connections for all issues. • Excellent presentation skills needed for presentations to large groups • Analytical Skills. • Drafting and reporting skills. • Hands on knowledge of workforce management systems including system use, development and configuration • Knowledge of outbound activity resourcing • Knowledge of core concepts of contact centre 	<ul style="list-style-type: none"> • Demonstrate knowledge of complexity of scheduling in a multi skill, multi-channel, environment • Experience of major working pattern redesign and implementation 	Application Form, Interview

	planning including: <ul style="list-style-type: none"> • Forecasting • Scheduling design and creation • Service level and intra-day management • Analysis and reporting of contact centre performance 		
Experience	<ul style="list-style-type: none"> • Significant previous experience of delivery in contact centre workforce planning • Experience of managing staff. • Experience of resource planning experience gained within a multi-site contact centre environment 		Application Form, Interview
Qualifications	<ul style="list-style-type: none"> • Educated to degree level in relevant discipline or significant relevant experience 	<ul style="list-style-type: none"> • Diploma in Resource Management (or equivalent) • Post- Graduate qualification in relevant discipline. 	Application Form/Certificates Interview
Core capability level (minimum)	<ul style="list-style-type: none"> • Communicating with Influence and Impact – level 3 <ul style="list-style-type: none"> - Confidently engages with stakeholders to advocate and generate commitment to goals - Communicates using appropriate style, method and timing with colleagues across all levels and functions • Improving and Innovating – level 3 <ul style="list-style-type: none"> - Keeps others informed through a variety of methods in order to inform and gain commitment to changes - Challenges the status quo and provides constructive feedback to senior managers on change proposals which will affect their business area • Working Together – level 3 <ul style="list-style-type: none"> - Creates, maintains and promotes a strong network of connections with colleagues across the organisation - Engages with a variety of stakeholders, listening and responding to their feedback, and encouraging others to do the same • Enabling Performance and Potential – level 3 <ul style="list-style-type: none"> - Maintains effective performance in difficult and challenging circumstances, encouraging others to do the same - Provides direction and support without micro-managing 		

	<ul style="list-style-type: none"> • Making and Owning Decisions – level 4 <ul style="list-style-type: none"> - Makes decisions even when all information is not available and/or when under pressure - Brings issues to the surface quickly, focusing attention where it is needed to drive a resolution • Understanding The Bigger Picture – level 3 <ul style="list-style-type: none"> - Engages colleagues in developing their understanding of the business strategy and the part they play in its delivery - Supports others to understand and recognise the purpose of their business area, so that they are engaged and motivated by it
Relevant professional framework	