### **JOB DESCRIPTION**

**Job Title:** IUC Workforce Planning Lead

**Reporting to:** Regional Director IUC: Service Design, Planning, and Insight

**Accountable to:** Regional Director IUC: Service Design, Planning, and Insight

**Location:** Bristol contact centre, travel to other sites as required, hybrid working

**Hours of work:** 37.5 per week

**Salary** £55,000

**Role Purpose:**

Leads the IUC planning team from a long, medium, and short-term perspective

Manages and builds the relationship with senior leaders in the IUC regional teams to best deliver against annual planning assumptions

A thorough and extremely organised individual, the IUC WFP Lead owns a transparent workforce planning continuous improvement plan, and ensures their reports deliver against their objectives

**Responsibilities**

* The role holder manages a team of Workforce Planning Managers who support operational teams to deliver against their short to long term objectives
* Operational staffing control – ensures operational teams operate within pre-determined staffing levels & budgets.
* Challenges the workforce planning Managers to continually improve planning processes and advisor offering to deliver the right balance of flexibility for the business and our people
* Sets the tone with the Workforce Planning Managers to embed a culture of professionalism & performance management in the Workforce Planning Team.
* Process design – work with the teams to improve and deliver lean processes in the team, finding new ways to remove manual work
* Acts as subject matter expert for workforce planning and is able to simply articulate to operational colleagues and advisors alike
* Is central to the Annual Plan (budget) setting process for operations each year, and manages the plan to deliver this.
* Embodies and promotes a culture of trying to accommodate reasonable requests wherever possible
* Works with the WFM Systems Development Manager to develop our systems and models to accurately reflect and project performance
* Payroll – Ensure accuracy of WFM system for hourly paid employees, to minimise payroll errors, works with Operational teams to ensure processes and procedures are in place to eradicate errors where possible
* Works closely with operational and HR colleagues to embed processes and procedures in support of attraction and retention of our staff

**Accountabilities**

* **Weekly & monthly planning** – Chairs weekly planning sessions, and contributes in monthly long term planning/Annual plan progress sessions
* **Communication –** Ensures self and team communicate effectively, professionally, and compassionately with colleagues – with an objective to accommodate requests where possible
* **Planning –** Highlights areas of challenge in the plans giving timely visibility of any areas which require corrective action ahead of time
* **Productivity** – Work with Operations & WFP Systems Development Manager to improve advisor effectiveness
* **WFM** – Support the continuous development of automation and value-add processes through WFM
* **Ownership** – Ensures their team are reliable and responsive to requests and ongoing projects

**Additional Information:**

**On call**

Part of the role includes a requirement to be on call on a rotational basis every few weeks at tactical level. Regular training and exercising should be undertaken with the support of the head of EPRR

**Training**

The induction through their line manager, followed by some sessions with key operational members within the service including HR colleagues to ensure competency. You will also be required to complete Statutory and Mandatory training on a yearly basis and to attend appropriate training courses as requested by senior management. A period of initial and ongoing time with the central marketing and communications team will be required.

**Confidentiality**

All information obtained in the course of the post-holder’s duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality.

**General**

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the post holder. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group business plan.

**Health and Safety at Work**

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group policies and procedures and with regard to Data Protection Act 1998.

**Equal Opportunities**

Practice Plus Group is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by Practice Plus Group

**Smoking**

Practice Plus Group is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus Group business is carried out.

**Travel to other sites**

You are expected to travel to other Practice Plus Group locations as required.

**Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

**Person specification**

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| **Criteria** | Essential | **Desirable** |
| **EDUCATION/****QUALIFICATIONS** | Strong track record in people management | Lean Six Sigma |
| **SPECIALIST**  **SKILLS/**  **ABILITIES** | Ability to make decisions under pressure  Excellent knowledge of basic IT packages incl, excel, word, PowerPoint  Strong working knowledge of WFM Systems | Working experience of Avaya WFM (Verint)  Working experience of Avaya CMS |
| **RELEVANT**  **EXPERIENCE** | Significant experience working in contact centre planning teams  Problem solving and troubleshooting experience.  Experience Forecasting demand and scheduling large numbers of staff | Understanding of Integrated Urgent Care |
| **KNOWLEDGE** | Strong Excel knowledge and skills | Broad range of computer & telephone systems skills  Interpreting/analysing data skills |
| **QUALITIES/**  **DISPOSITION** | Must be an extremely organised and meticulous individual  Good interpersonal skills  Good communication and presentation skills  Consistency of approach to work.  Fairness in dealing with staff  Confidence in tackling problems |  |
| **OTHER**  **REQUIREMENTS** | Travel to different sites expected as required |  |