

**Location:** Bristol Office – Office based role

**Reporting to:**  
111 Workforce Planning Manager

**Accountable to:**  
IUC Workforce Planning Lead

**Contract hours**  
37.5 pw

**Salary:**  
£28, 250

**Education/Qualifications**

- Basic educational attainment (experience preferred)

**Experience:**

- Resource Management
- Line management experience
- Strong level of administrative understanding and delivery
- Understanding financial performance targets
- Escalations processes

**Skills**

- Knowledge of Workforce Management systems (Preferred Verint)
- Calm, considered and effective approach
- Agility to change
- Excellent communicator
- Flexible and able to work in dynamic environments with multi-disciplinary teams
- Ability to organise a large volume of work with frequently changing priorities
- Resilient, adaptable and versatile
- Competent and considered professional
- MS office (Excel, Word, PowerPoint, etc)

**Travel to other sites:**

- You will be required to travel to other PPG locations.



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# Workforce Planning Coordinator

We are seeking a proactive and analytical Workforce Planner to join our dynamic healthcare contact centre team. You will monitor future activity, adjust plans as necessary, and use historical data to inform future staffing strategies. Working closely with team leaders, operational managers and key stake holders, you'll play a key role in maintaining smooth day-to-day operations and delivering a high standard of customer care. Strong communication, attention to detail, and a data-driven mindset are essential for success in this role.

## What you'll be doing:

### Scheduling

- Build and maintain core shift schedules utilising the workforce management systems
- Be point of contact for scheduling urgent, routine and alteration plans.
- Scheduling of roster, one-to-ones, coaching, meetings, briefings, task rotations, shifts rotations, appointment bookings, new start schedules, and ensure the scheduling is in line with call demand requirements
- Implement any shift slides or swaps and ad hoc basis.
- Process annual leave requests in a timely manner, reporting concerns as appropriate.
- Review lunchtime and break distribution as and when required to ensure optimum operational efficiency.

### Staffing and Resource Management

- Ensure all working patterns comply with employment legislation, including break times and length between shift times.
- Produce a rolling schedule, then maintain, update, and error check the upcoming week before publishing.
- Monitor resource utilization and availability across teams or departments.
- Promote annual leave availability where possible, reducing the impact of end of year leave build up.
- Responsible for ensuring the workforce management system is accurate and up to date with resource information.
- Provide additional support in the absence of team members.

## 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 will be revised regularly to take account of changes within the organisational structure and PPG's 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 PPG to ensure that statutory and departmental safety regulations are adhered to.
- All duties must be carried out in accordance with PPG's policies and procedures and with regard to Data Protection Act 1998.

## Other duties

- The post holder will be required to undertake any other duties according to the needs of the service. 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.



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# Workforce Planning Coordinator

## What you'll be doing continued:

### Communication and Relationship Management

- Be the subject matter expert for planning queries and support site leaders on any changes that impact planning and scheduling in line with agreed process.
- Manage the team inbox and calendar by acknowledging, investigating when needed, and responding to queries, all within agreed service levels.
- Monitor resource utilization and availability across teams or departments.
- Deputise for the Workforce Planning manager when required, which will include attending/ presenting meetings.
- Upskill team members and maintain/update process maps to ensure uniform work practice
- Assist the Workforce planning manager in any new projects

### Reporting

- Produce weekly reporting to aid management in service performance
- Maintaining the shift matrix
- Help build and maintain forecast model