### **JOB DESCRIPTION**

**Job Title:** Workforce Planning Manager - OOH/CAS

**Reporting to:** National IUC Head of Workforce Planning

**Accountable to:** National IUC Head of Workforce Planning

**Location:** Located in Bristol with some home working

**Hours of work:** 37.5 per week

**Job Summary:**

* The role holder is responsible demand forecasting developing intra hour requirements for the OOH and CAS based on historical patterns
* Leads a team of Workforce planning Co-ordinators
* Building and maintaining the forecasting document/planning document, this will include creating schedules for new contracts and ad hoc services.
* Create resource requirements based on forecast activity and service needs
* Performance reporting and insight. Working with Information Analysts, Insights team and business systems to identify gaps in reporting and help scope new reports for existing and new contracts
* Contribute on regular video and conference calls, and build relationships across the OOH/CAS service.
* Responsible for creating and rolling out OOH and CAS rota patterns on rota master.
* Point of contact for service managers, dealing with adhoc requests and providing insight and support where required
* Work with other members of the wider workforce planning team and operations to continuously improve the OOH/CAS model and planning methodology
* Work with finance to set annual budget plans for all OOH/CAS services

Accountabilities

* **Weekly Planning** – Working closely with Service, Operations, and OOH Managers, the role holder will continually support and develop a weekly plan for all OOH/CAS services showing daily rota-fill position and identifying intra-hour cover gaps
* **Schedule fit** – Using demand profiles and productivity measures to provide a workable staffing requirement, work with Rota Co-ordinators to ensure a schedule that works for each service.
* **Daily SitRep –** Supports development of a daily sitrep for all relevant services
* **Forecasting –** Uses NHSE intelligence and PPG historical information to provide robust and accurate short term forecasts
* **Productivity** – Work with the WFP Development and Insights Manager, and Information analysts to understand GP & Clinician productivity across the services

**Additional Information:**

**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** | Good basic education |  |
| **SPECIALIST**  **SKILLS/**  **ABILITIES** | Ability to make decisions under pressure  I.T. Literacy  Excellent knowledge of basic IT packages incl, excel, word, PowerPoint  Ability to analyse capacity & demand |  |
| **RELEVANT**  **EXPERIENCE** | 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** | Good interpersonal skills  Caring and empathetic personality  Flexibility  Good communication and presentation skills  Consistency of approach to work.  Fairness in dealing with staff  Confidence in tackling problems |  |
| **OTHER**  **REQUIREMENTS** | Some travel to different sites expected |  |