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| **Role title:** | Resource Capacity Planner | **Responsible to:** | Operations Manager – Support Services |
| **Division:** | Business Development and Engagement | **Department:** | Direct Sales and Service |
| **Direct Reports and Level:** | No direct reports | **Scope:** | MPS |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Business and Operational Services |

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| **Overall Role Purpose** |
| The Direct Sales and Service department provides excellent contact centre services for members which is trusted, valued and provides fair treatment and outcomes. The purpose of this role is to understand the requirements needed to deliver business objectives and ensure correct resource is planned to handle Member demand. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Create new or improve existing resource capacity plans; understanding Member contact demand and work outputs, to accurately measure and forecast resource requirement. * Understand SLA’s of tasks, timings to complete activities, email response rate and average time to handle calls so effective plans can be created. * Ensure all capacity plans are maintained and accurate, using historic data and actual performances throughout the year, to provide effective forecasting | * Performance vs Operational KPI’s and SLA’s * Successful creation of capacity plans for MPS |
| **Financial**   * Ensure capacity plans remain accurate, regularly reviewing the data and requirements, to prevent unnecessary resourcing. | * Performance vs Budget spend |
| **Member**   * Analyse Member contact performance, historic contact data and planned Member activity, to ensure effective forecasting takes place and correct resource is planned to handle Member demand. | * Performance vs Member SAT scores * Performance vs PCA and SLA metrics |
| **People**   * Regularly review shrinkage requirements, ensuring the right shrinkage entitlement is captured and planned; meaning accurate forecasting of resource can take place. * Capacity plan holiday entitlement, understanding total requirement throughout the holiday year and providing insight to the schedulers of what holiday entitlement can be used at one given time. | * Shrinkage performance vs capacity plan and forecast |
| **Risk**   * Have knowledge of future business change and activity, to provide insight to what resource is required to deliver such change or activity. * Ensure correct resource is planned to ensure no impacts to business processes or Member journeys | * Performance vs KPMG audit * Process review dates * Change and Marketing calendar dates |

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| **Responsibilities (RACI)** |
| * Coordinate with Resource Scheduling, to ensure delivery of the capacity plans by effectively scheduling weekly resource available based on forecasted demand. * Regularly review scheduling performance and planned activity with the resource scheduling team, to ensure resource is utilised effectively. * Provide insight to senior management to support performance conversations, where actual performance differs from capacity planned performance. * Provide insight to senior management to support conversations regarding all internal and external recruitment, ensuring resource remains to plan and within budget. * Ensure shrinkage activity is delivered to plan, by providing regular insight to senior management and identifying areas of concern to support performance conversations. * Build effective relationships with key stakeholders to ensure full understanding of business requirements can be establish * Work with reporting analysts to create reports to measure and track the performance of capacity plans. |

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| **Key Governance Responsibilities** |
| None |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Educated to GCSE level or equivalent experience * Knowledge of the Erlang calculator * Knowledge of Microsoft Office tools – Knowledge of Microsoft Excel is essential | * Ability to self motivate and work autonomously * Ability to communicate effectively and build strong working relationships with key stakeholders * Holistic way of thinking and working, to accommodate all possibilities when forecasting resource requirement. * Strong organisation and planning skills | * Proven experience of the following is essential: * Planning and resourcing a call or contact centre * Creating capacity plans to clearly identify resource requirements * Ability to capture and understand key business requirements * Working towards and delivering agreed service levels and business KPI’s * Ability to apply a range of insight techniques to drive business improvement |
| **Desirable** | * Knowledge of Mitel, Teleopti and Ignite systems |  | * Experience scheduling within FCA rules and regulations * Experience working with cloud based Telephony platforms |