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| **Role title:** | Resource Planning Team Lead | **Responsible to:** | Operations Manager – Support Services |
| **Division:** | Business Development and Engagement | **Department:** | Direct Sales and Service |
| **Direct Reports and Level:** | 5 direct reports – 2 Real Time Analysts, Core 1, 2 Resource Planners, Core 1 and 1 Capacity Planner, Implement 2.  | **Scope:** | MPS wide. UK, Ireland & International |
| **Scale:** | 5 people  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2  | **Role Family** | Business and Operational Services  |

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| **Overall Role Purpose** |
| The purpose of the role is to lead a team of planners and analysts to achieve excellence in short term forecasting, resource planning, scheduling and real time adherence. The role will also be responsible for maintaining agent schedules, managing shrinkage, achieving service level goals, real-time monitoring and tracking, and intra-day performance.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Manage, lead, and motivate a team of planners and analysts to achieve agreed corporate and strategic objectives, performance indicators and divisional plans
* Proactively communicate to line manager on work flow, successes and opportunities, staffing issues/performance and outages etc.
* Lead and drive trend analysis to proactively identify areas for continued improvement on phone/email/queue activities, communicating actionable recommendations to line manager and/or operational management team.
* Lead and drive the tracking and analysis of call, email and task demands, analysing AHT patterns, to ensure agent schedules are optimised to achieve service level goals.
* Lead on daily/weekly performance meetings, to update operational management on past, present and future performance challenges, opportunities and requirements to support operational performance.
* Lead and manage the creation of schedules that optimise staffing to best meet workload patterns including and not limited to managing time of requests, breaks, lunch, meetings, projects and training requests.
* Lead and motivate Real Time analysts to drive deep understanding of Real Time adherence activities, ensuring agents are adhering to their scheduled task(s), monitoring attendance, entering real-time exceptions and schedule updates into WFM tool and communicating non adherence and adherence performance to the operational management team.
 | * Corporate Strategic priorities Vs plan
* MPS engagement index Vs plan
* MPS leadership index Vs plan
* Council feedback.
* Surely more around SLAs/forecast vs plan etc?
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| **Financial*** Lead and manage a team of planners and analysts to maintain up to date and accurate staffing and resourcing plans, to support operational budget and business strategy.
* Motivate a team of colleagues in identifying opportunities and new ways of working, to deliver cost saving activity and reduce operational spend
 | * Operational budget Vs Plan
* Forecast vs actual email/call volumes?
* Number changes/operational improvements identified and delivered?
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| **Member*** Lead and drive the tracking and analysis of call, email and task demands, analysing AHT patterns, to ensure agent schedules are optimised to achieve service level goals and effective utilisation of resource to handle Member demand and deliver exceptional Member service.
 | * Member satisfaction scores Vs plan
* Members SLAs e.g. PCAs etc??

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| **People*** Lead a team of planners and analysts, acting as a team subject matter expert, providing mentoring, coaching and knowledge support.
* Coach and support a team of colleagues to drive personal development, and support delivery of agreed objectives and performance
* Complete monthly performance evaluations and general monitoring, to improve the team’s efficiency and performance.
* Take accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes
 | * Engagement Index Vs MPS
* Leadership Index Vs MPS
* People Metrics – attrition, absence
* Good quality colleague interactions held and logged in line with MPS standards including 121s, RTWs, team meetings etc
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| **Risk*** Lead and manage adherence to Learning Standards and Policy Learning within the team, preventing risk of any compliance or regulatory breaches
 | * Risk & Control Self- Assessments Audit Actions
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| **Responsibilities (RACI)** |
| * Ensure that interval of day patterns and forecasts are accurate and up to date
* Review forecasts and staff plans with line manager, capacity planner, training and other stakeholders and consult them in planning appropriate time for all offline activity.
* Work with operational management to identify resource gaps and proactively manage actions to close them
* Escalate any business protocols that adversely impact resource and performance
* Collaborate with operational management to develop and implement policies for effectively managing short-term overload and underload of work.
* Work with operational management, capacity planning and recruitment to build plan for hiring/attrition trends
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| **Key Governance Responsibilities** |
| * None
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Problem solving and idea generation | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * End to end knowledge of the Resource Planning Cycle
* Knowledge of workforce management systems and their purpose
* Understanding of Telephony, routing, skilling systems and methodologies
 | * Presentation and facilitation skills: confident presenter of information and the ability to lead meetings or discussions.
* Analytical skills: Strong investigative, evaluative and problem-solving capabilities are required
* Highly organised: You will be managing a range of tasks, so excellent organisational skills and the ability to plan and prioritise under pressure is vital
* The ability to identify issues and opportunities, and willingness to proactively tackle them.
* Member/Customer Focused: Empathy and understanding, with the ability to see our processes and policies through our “Members eyes”.
* Strong stakeholder management / relationship building skills
 | * Experience in staff planning, scheduling and real-time workforce management, preferably in a contact centre environment
* Experience of leading a team – motivating, developing and performance managing.
* Experience using automated call distribution and call management software
* Proven capability using a workforce management system to forecast work volume and schedule agent activity
* Experience managing agent workloads within an omni-channel work delivery platform
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| **Desirable** |  |  | * Previous experience working in a FCA regulated organisation
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