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| **Role title:** | Resource Scheduler | **Responsible to:** | Team Leader – Support Services |
| **Division:** | Business Development and Engagement | **Department:** | Direct Sales and Service |
| **Direct Reports and Level:** | No direct reports | **Scope:** | UK, Ireland & International |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 1 | **Role Family** | Business and Operational Services  |

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| **Overall Role Purpose** |
| The Direct Sales and Service division provides excellent contact centre services for members which is trusted, valued and provides fair treatment and outcomes. The purpose of the role is to effectively schedule resources including staff, facilities and equipment as appropriate in accordance with requirements and objectives of the operational areas. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Manage and review data effectively to schedule and plan resource. Eg root cause analysis on Telephony reports to support performance
* Manage adviser shifts and schedules to ensure fairness and consistency across the department, whilst managing demand.
 | * Operational scorecard and business KPI’s
* Performance against strategic objectives
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| **Financial*** Proactively provide insight around resource capacity to the senior management team, to ensure the operational budgets are not exceeded.
* Provide accurate insight to support key decisions regarding recruitment of new resource
 | * Operational budget Vs Plan
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| **Member*** Protect service level performance to ensure Member contacts are answered and dealt with within agreed metrics
* Accurately schedule and plan resource to ensure world class service is delivered to Members
 | * Member feedback scores
* Net promoter score
 |
| **People*** Take personal 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.
* Proactively engage with line managers and stakeholders to build relationships.
* Proactively engage in people processes e.g. 121s, team meetings
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* 360 feedback from stakeholders
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| **Risk*** Report risks and issues identified within Direct Sales and Service and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Comply with applicable professional ethical guidance and all relevant internal rules, policy and procedures, including those relating to Health and Safety, Data Protection, IT Security and all those contained within the issued Staff Handbook
 | * Risk and control self-assessments
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| **Responsibilities (RACI)** |
| * Act as first point of contact for routine scheduling queries and escalate issues as appropriate
* Monitor the utilisation of resources and reports to ensure effective and efficient scheduling
* Be proactive in contributing towards the cost effective scheduling of resources and in particular the management of overtime
* Ensure that additional hours and days worked are recorded accurately on the scheduling system and have been sanctioned at the appropriate level
* Assist management with the proactive control and scheduling of leave including annual, exceptional, additional etc.
* Run reports to ensure that information held on the system is accurate and complete, ensuring there is no missing retrospective data
* Undertake any other duties that may reasonably be considered appropriate and must be willing to adopt a flexible approach
* Interact and maintain all workforce management and demand scheduling systems and production of MI
* Analyze and make recommendations for improvements against trends and develop links with other areas of the business in order that a full picture of potential demand volumes is established
* Support the provision of forecasting services to areas outside of DS&S that require resource forecasting and scheduling support
* To monitor and review the effectiveness of forecast plans against actual performance, communicating results and bringing to the attention of management any recommendations for improvement.
* Engages with and across all MPS areas of Operations to gain full understanding of their challenges, initiatives and performance results
* Working as part of a team, contributing to achieving team targets
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| **Key Governance Responsibilities** |
| None  |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Problem solving and idea generation | 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
* MS Office (Word, PowerPoint, Advanced Excel skills)
* Detailed knowledge of analytical techniques and methods
* Significant application of a range of insight and analysis techniques to drive business improvement
 | * A positive attitude, with the ability to manage their time efficiently and effectively to ensure the successful delivery of assigned tasks in accordance with agreed time and quality standards
* Technically minded yet business focused
* Strong communication skills with the ability to communicate across all levels.
* Willingness to learn new technologies and apply benefits from those technologies
 | * Strong analytical and communication skills
* Strong data and analytical focused background
* Proven experience of capturing business requirements
* Proven experience using operating models to deliver service level agreements.
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| **Desirable** | * Mitel and Ignite system knowledge
 | * Critical, creative and holistic thinking
 | * Experience scheduling within FCA rules and regulations
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