DHU Healthcare

With you, we're making the difference.
Together, we can achieve more.

JOB DESCRIPTION AND PERSON SPECIFICATION

TACTICAL PLANNING ANALYST

NHS 111



For you.
For them.
With us.

For you: we offer a fulfilling career, full of support, compassion, respect, fulfilment, and benefits.

For them: we overcome challenges and achieve more for our patients and their outcomes.

With us: we're united through purpose, teamwork, shared pride and fulfilment. Our values, behaviours and principles.

Our values, behaviours and principles

At DHU, how we work is just as important as what we do. Our Behavioural Framework (below) is rooted in our CARE values and sets out the behaviours we expect from everyone. Together, these behaviours shape a culture where every role and every person matters.

When you become part of DHU, you join an organisation where these values are lived every day by our people, for our patients, and within our communities.

Compassionate
We show kindness, consideration in everything we do

I will:
- Demonstrate kindness and understanding when I interact with colleagues and patients
- Show consideration and treat my colleagues the way I'd like my closest friends to be treated in their workplace
- Be mindful of non-verbal communication and the impact it can have on others
- Look out for and support my colleagues

I will not:
- Use unkind words or actions towards others
- Gossip or talk about people in ways I wouldn't do directly to them
- Bully, discriminate, exclude or turn a blind eye to bullying, discrimination or exclusion
- Deflect responsibility or apportion blame on others unfairly

Accomplished
We are adaptable, professional and provide the best…

I will:
- Be open to others making suggestions and ideas about how things could be done better
- Show courage and respectfully call out behaviour or words that don't align with our values
- Use our procedures supportively, consistently and respectfully.
- Ask for help before things become problematic
- Learn from mistakes

I will not:
- Be dismissive about new ways of working
- Reject ideas or constructive feedback without considering them fully
- Escalate matters inappropriately
- Copy others into emails unless they really need to know
- Delay or avoid a difficult conversation or response to a difficult situation.
- Hold onto expertise, I will share it with others.

Respectful
We recognise the value that individual and team differences bring

I will:
- Be polite and respectful with my tone of voice and choice of words
- Take time to actively listen to others
- Be considerate of others and seek a constructive outcome
- Understand that others' values and opinions may differ from my own; and be respectful of them
- Acknowledge colleagues' contributions and give praise

I will not:
- Act in a way that could humiliate others or diminish their dignity
- Dismiss others' feelings and perceptions
- Judge or look down on people who have different opinions, are vulnerable or unwell.
- Copy others into emails for any reason other than their information
- Forget that others need to be able to communicate with me (so will check my emails/Teams messages)

Encouraging
We believe everyone matters, so we inspire confidence in others

I will:
- Genuinely offer help and support to others
- Encourage those who may not feel able to share or contribute
- Celebrate diversity enabling everyone to feel they 'belong'
- Give constructive feedback directly, respectfully and in a timely way
- Celebrate individual and team successes

I will not:
- View questions or requests for help as a sign of weakness
- Look out just for myself and my own personal interest.
- React negatively when given constructive feedback
- Forget that it takes a team to succeed
- Demonstrate favouritism, exclusion or isolation of other

Job Description and Person Specification

Position:	Tactical Planning Analyst
Division:	NHS 111
Location:	Derby
Reporting to:	Tactical Planning Manager
Band:	5.0
Last reviewed:	November 2026

Purpose of the role

The objective of the Tactical Planning Analyst is own short-term element of the planning life cycle (8 weeks to 2 day's before Live). During this window they will manage shrinkage, negotiating adjustments to the plan and schedules based on trends (supply and demand) that they have identified during BAU planning. Operating across a variety of demanding contact centre environments within the 111 directorate. The role holder will liaise with Team Leaders and shift leads to ensure we go into live day with the best possible preparation.

The primary areas of responsibility will fall into the following areas of expertise:

- Identifying and analysing recent trend data and negotiating changes to shifts and offline activity with stake-holders.
- Managing Team Leader / CCM requests for planned offline time
- Supporting on Scenario modelling and mitigation planning to ensure the tactical plan is ready to maximise operation performance.
- Driving efficient schedules and proactively highlighting areas that could impact performance.

The role is central to the Resource Planning lifecycle and key to the delivery of operational costs and patient care standards.

Performance measures

To succeed in this role, it is expected that you will have:

- An excellent analytical ability and proven experience of identifying performance trends to make recommen-dations for improvements.
- Ability to reference and implement "planning industry" best practices and developments.
- A proactive outlook to the receipt and provision of "Feedback", utilising all opportunities to enhance the ser-vice outputs.
- Exceptional People Skills and role model behaviours
- Exceptional knowledge and understanding of Contact Centre metrics and KPI's.
- Exceptional knowledge of the Resource Planning Cycle and the key functions that sit within it.
- Right first time' attitude – focusing on the quality of outputs.

Key areas of accountability and responsibility

- Using a variety of data, drivers, & forecasts to create tactical / mitigation plans.
- Development of highly efficient schedules for a variety of channels including, Front Office, Back Office and Outbound.
- Developing modern & innovative shift patterns which are both efficient and cost effective whilst supporting the needs of the individual.
- Negotiating offline time with our customers and looking for solutions that work for both them and the SLAs.
- Influencing Head of Department and senior managers on Tactical Planning activity and providing expert knowledge on working time directives, scheduling best practice, mitigation planning and efficiency driving opportunities.
- Providing expert knowledge on the functionality of the WFM tools (including NICE and CX One) and providing day to day administration, optimisation, and training to colleagues.
- Supporting, schedule creation, shrinkage management and change management landing during the Tactical Planning window.
- Creating and managing tactical plans to achieve maximum performance in response to planned & unplanned events.
- Contribute to the wider Resource Planning Cycle, representing scheduling and tactical planning opportunities, processes and opinions ensuring that an aligned cycle of service is achieved.

Person specification

In order to succeed in this role, it is expected that you will have:

Experience & Qualifications

- Experience in working with WFM systems (NICE preferable)
- Strong negotiating skills
- Evidenced experience of working within a contact centre environment and strong knowledge of multi-channel
- Resource Planning Cycle
- Good with numbers and able to analyse large volumes of data in Excel
- Strong experience in contact centre planning

Preferable

- Experience of working in a digital environment (social media, web chat, email) alongside in-bound/outbound calls
- Advanced PC and MS Office skills
- Experience of change management

Qualifications

- Relevant business experiences or Contact Centre Planning qualifications.

Location

- Site will be based in Pride Park, Derby. On occasion travel may be required to other sites.

Key policies and what we expect from each other

Belonging: At DHU, we want everyone to feel like they truly belong. We believe our team should be just as diverse as the people and communities we care for. Whoever you are, wherever you're from - you're welcome here. We're all about building a culture where everyone feels seen, heard, and valued.

Diversity: We're proud of the different backgrounds, experiences and perspectives our people bring. That's what makes us strong. We treat everyone fairly and respectfully, and we're committed to creating a workplace that celebrates what makes each of us unique. No one should ever feel left out, left behind, or treated differently.

Safeguarding: Keeping people safe is at the heart of what we do. Whether it's patients or colleagues, children or adults - we all share a responsibility to look out for one another and speak up if something doesn't feel right.

Health & safety: Everyone has a part to play in staying safe at work. Be mindful of how your actions affect others and follow our health and safety guidance. If you see something that's not safe, speak up.

Wellbeing: Look after your own health and wellbeing, and help create a positive, supportive workplace for everyone. Use the resources available, treat colleagues with respect, and speak up if something isn't right. Together, we can make DHU a place where everyone can thrive.

Infection prevention and control: A clean and safe space is everyone's responsibility. Stick to our infection prevention guidance - it helps protect you, your team, and the people we care for.

Looking after our planet: We all have a part to play in protecting the environment. At DHU, we do our bit by using resources wisely and keeping waste to a minimum. That means recycling and sorting waste properly, switching off lights and equipment when we're not using them, reporting heating or cooling issues as soon as they happen, and cutting down on unnecessary travel. Small actions, big difference - especially when we all do them together.

Teamwork: As part of our DHU team, you might be asked to take on different tasks now and then to help us meet our goals. We all pitch in where we can, support each other, and stay flexible to keep things running smoothly.

Postholder acknowledgement

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

Please Note: If you are unclear of any requirement in this document obtain clarification from your line manager.

First name:

X

Surname:

Signature: **Date:**