**Job Description & Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| Position: | NHS 111 Strategic Planning Analyst | Division: | NHS 111 |
| Location: | Derby - Orbis Building | Reporting to: | Strategic Planning Manager |

**Title:** **Strategic Planning Analyst**

**Reports To: Strategic Planning Manager**

**Who are we?**

DHU 111 (East Midlands) CIC is one of the leading providers of contact centre-based NHS 111 services in England, having recently been inspected and rated Outstanding by the Care Quality Commission. We currently deal with 4.5 million calls a year from a population size of 11 million patients across the Midlands, Milton Keynes and London

**Our Aim**

To be the best employer and provider of NHS 111 services in the country – delivering consistently high-quality patient care and excellent performance.

**Purpose of the role**

The objective of the Strategic Planning Analyst is to manage all elements of the strategic time window (greater than 9 weeks) across a variety of demanding contact centre environments.

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

* Forecasting (Single / Multi / Omni Channel)
* Budget, Capacity Planning and Recruitment on Shifts
* Change impact assessments and Strategic scenario modelling.

This is a senior analyst role responsible for designing and delivering all long-term elements of the plan, including development of forecast methodology, recommendations on recruitment and capacity planning model development.

The role is a first stage of the Resource Planning lifecycle and therefore key to the delivery of operational costs and patient care standards.

**Key Accountabilities:**

* Contributing to, developing, and maintaining a robust Strategic Planning framework in line with known industry best practices, whilst remaining fluid to change and aligned to the ambitions of the company.
* Utilising a variety of data inputs to create highly accurate forecasts for a variety of channels including, Front Office, Back Office, Outbound, and Digital.
* Ensure that Forecasting and Scheduling performance is tracked and improved year on year in order to maintain stakeholder confidence in the levels of support and accuracy.
* Influencing Call Centre Managers on Strategic Planning activity and providing expert knowledge supply / demand drivers, shift design and efficiency driving opportunities.
* Optimising the planned resources, balancing the key elements of Customer Service, cost and Employee engagement.
* Deliver an industry best in class service including ongoing development of our processes to adopt new age thinking, whilst sustaining proven concepts.
* Integration of transformational activity, recruitment recommendations, attrition forecasts and normalised forecast demand into an accurate capacity plan.
* Contribute to the wider Resource Planning Cycle, representing Strategic Planning opportunities, processes and opinions ensuring that an aligned cycle of service is achieved.

**Experience:**

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

Essential:

* Substantial evidenced experience of working within a contact centre environment.
* Demonstrable experience of using large volumes of data to create cost effective Capacity plans.
* Expert Knowledge of Forecasting techniques, Capacity Planning and Erlang methodologies
* High level of Excel Knowledge.

Preferable

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

**Capabilities:**

In order 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 recommendations 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 service 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.

**Qualifications**:

* Relevant business experiences or Contact Centre Planning qualifications.

**Location**

* Site will be based in Pride Park, Derby on occasion travel maybe required to other sites (some flexibility of home working on occasion.

***DHU Health Care CIC is committed to Equality of Opportunity and welcomes applications from all sections of the community.***

***DDHU Health Care CIC is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment. Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.***

***DHU Health Care CIC***

***Registered in England Number: 05834163***

***Registered Office: The Johnson Building, Locomotive Way, Pride Park, Derby, DE24 8PU***