**Job Description & Person Specification**

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| Position: | NHS 111 Technical Planning Analyst | Division: | NHS 111 |
| Location: | Derby | Reporting to: | Head of WFM |

**Title:** **Technical Planning Analyst**

**Reports To: Head of WFM**

**Who are we?**

DHU 111 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 15 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 Technical Planning Analyst is own and develop analytical capability within the WFM Planning teams whilst acting as the onsite representation for planning data development across the contact centre environments within the 111 estate.

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

* WFM and Planning Analytics, Insight creation, and ongoing planning reporting development for the WFM Team.
* Developing of analytics capability across the WFM teams.
* Improve and Development of WFM planning models across all teams and the 111 operations.

This is a technical analyst role and is a key interface with both the Planning and the Operational teams. The role holder will be responsible for creation and development of planning tools that can be used to drive operational performance as well as coaching and developing colleagues to enable the new analytical tools to be owned within the rest of the Workforce Planning Team. You will have expert knowledge of data extraction and manipulation from a host of core business systems including IEX WFM, CX One, Data Warehouses, Power BI, SQL, etc.

**Key Accountabilities:**

* Contributing to, developing and maintaining a robust planning analytical framework in line with known industry best practices, whilst remaining fluid to change and aligned to the ambitions of the company.
* Supporting and conducting “what if “style analysis to aid the decision-making process in the achievement of Operational KPI’s
* Utilising a variety of complex systems and data inputs to create insight into performance drivers for a variety of channels including, Front Office, Back Office, Outbound.
* Maintain the WFM Webpages and ensure contents are relevant and up to date.
* Coaching, developing and upskilling planning colleagues on innovative new analytical tools that you have developed.
* Support the delivery of core service targets via real time analysis of Operational Performance i.e., agent adherence, forecast accuracy, customer behaviours etc.
* Supporting introduction of real time innovation and activity, providing expert knowledge on new and existing data driven systems.
* Contribute to the wider Resource Planning Cycle, understanding, both Tactical and Strategic plans to and acting as the onsite representatives for the whole of Contact centre Planning.
* Monitor and populate Resource Planning Hub scorecards and Quality framework.

**Experience:**

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

Essential:

* Proven analytical experience in multi-sector organisations.
* Demonstrable experience of developing automated dashboards and reports – preferably in Power BI and Excel
* Demonstrable experience of innovative and proactive thinking in problem solving and communicating complex information.
* Excellent technical analytical skills in systems such as Planning methodologies, SQL, VBA, SAP, DAX, Power Query
* Excellent overall Microsoft Office skills.

Preferable

* Experience of coaching developing peers.
* Using data to Influence senior stakeholders.

**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.
* The ability to analyse and interpret complex datasets and build robust data models.
* Experience of developing and embedding dashboards utilising Power BI
* Exceptional interpersonal and negotiating 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
* Passionate about, and motivated to assist in patient safety overall goal of supporting DHU to become the number one company on patient safety, performance, financials and engagement.

**Qualifications**:

* Relevant business experiences or Contact Centre Planning qualifications.

**Location**

* Site can be based at a site across the DHU Estate including Oldbury, Chesterfield and Derby. Travel to other sites on occasion maybe required

***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***