**Job Description & Person Specification**

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| Position: | NHS 111 Tactical Planning Lead | Division: | NHS 111 |
| Location: | Derby - Orbis Building | Reporting to: | Head of WFM |

**Title:** **Tactical Planning Lead**

**Reports To:** Tactical 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 Tactical Planning Lead is to support the Tactical Planning Manager in driving operational and process engagement for the 111 Team and RP Team. You will lead and develop a team of coordinators across the 111 contact centre estate covering bother health advisors and clinical practitioners. The role holder will partner to the contact centre operations teams to ensure we have the right resource capacity to deliver great service to our customers whilst providing expert level understanding and coaching on planning and scheduling methodology. The role holder will provide expert level understanding and support on core systems administration and utilisation (IEX and CX One) whilst driving forward tactical plans and scenario models during the tactical window of responsibility (8 weeks to day before Live)

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

* Scenario modelling, Mitigation planning and tactical forecast development.
* Leading operational process engagement.
* SME on WFM tools usage, optimisation, and administration.

The role is a key interface with the Operational Leadership Teams and will be responsible for driving performance during the tactical window, supporting the creation of optimised resource plans that are aligned to the achievement of all operational metrics and KPI’s.

The role is working in a core function sitting within the **Resource planning Hub** and is key to the delivery of Operational costs and delivery of high-quality patient care .

**Key Accountabilities:**

* Supporting the creation of a robust Tactical Planning framework then maintaining it in line with known industry best practices, whilst remaining fluid to change and aligned to the ambitions of the company.
* Using a variety of tactical drivers to create tactical forecasts and scenario models to support the tactical planning teams development of highly efficient schedules for a variety of channels including, Front Office, Back Office, Outbound.
* Acting as a key interface between senior operational stakeholders and the Tactical Planning analysts, Influencing Senior Managers on Tactical Planning activity and providing expert knowledge on working time directives, scheduling best practice, mitigation planning and efficiency driving opportunities.
* Developing a small group of Tactical Planning analysts through side by side and 121 coaching.
* Providing expert knowledge on the functionality of the WFM tools (including NICE IEX and NICE CX One) and providing day to day administration, optimisation, and training to colleagues.
* Supporting 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.

**Experience:**

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

Essential:

* Expert experience in WFM systems administration and development (IEX or CX One)
* Strong knowledge of IVRs and Call routing.
* Evidenced experience of working within a contact centre environment and strong knowledge of Multi-Channel Resource Planning Cycle
* Awareness of tactical planning, scheduling and Erlang methodologies
* Expert experience in contact centre planning.

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.
* Strong 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***