**Job Description & Person Specification**

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

**Title:** **Tactical Planning Analyst**

**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 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 stakeholders.
* 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.

**Key Accountabilities:**

* 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.

**Experience:**

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

Essential:

* 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 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

***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***