

Job Description

Resource and Reporting Analyst

Purpose of the role

Support the real-time operation of the Charitable Operations department with schedules and rotas that effectively deliver appropriate and adequate staffing levels. Produce accurate resourcing forecasting and management information, including detailed reporting packs, dashboards and trend analysis.

Key Accountabilities

Resourcing:

- Working within the OBS (Operational Business Support) team to coordinate the appropriate staffing allocation and availability to achieve service level objectives for a 100 plus seat contact centre.
- Scheduling of activities such as training, meetings, lunch breaks and holidays in line with business requirements.
- Use workforce management tools to manage adherence and optimise resource planning on a real time basis.
- Identify trends and report upon in accordance with any changes in our beneficiary base and service requirements.
- Support in providing real-time daily, weekly and monthly reporting for the business, to understand resource planning effectiveness.
- Administers volume contingency action plans as deemed necessary and appropriate.
- Facilitates real real-time discussions with necessary stakeholders.
- Records daily exceptions, updates the schedules and responds to escalated issues and ad-hoc requests.
- Acts as an escalation point for business recovery due to outages, reporting and following up on any issues within the contact centre.
- Tagging days with extraordinary events, explaining forecast deviations.

Reporting:

- Assist with the production of departmental reporting requirements, including monthly department packs, daily/ weekly reporting and/ or dashboards.
- Producing clear and easy to understand reports that communicate complicated data analysis and findings to non-technical audiences.
- Exception reporting (lessen exceptions to reduce errors and save time).
- Continuous improvement of the reporting function.
- Use trend analysis to inform decision-making.
- Providing data sets for customer research.
- To provide Management Information (MI) and analysis for relevant projects in the department.
- Other ad-hoc duties, as and when required.

Experience and Track Record

Essential:

- Experience of Resource Planning and Real Time Analysis in a contact centre environment.
- Be comfortable working with and manipulating large datasets, and be adept at conveying and presenting numerical information to non-technical stakeholders.
- A strong grasp of statistical information and correlation to other statistics and/ or factors.
- The ability to remain calm and in control under pressure.
- Ability to research, analyse and present information with a high level of attention to detail.
- The ability to prioritise work and plan ahead.
- Excellent communication and organisational skills
- Demonstrable experience of communicating at all levels and building strong relationships with stakeholders.

Capabilities profile – technical skills/knowledge

Essential:

- Advanced Excel skills with the ability to interpret, enhance and optimise legacy MI reporting, conducted via multiple Excel spreadsheets.
- Experience of working with Workforce Management systems in order to manage adherence and plan schedules and activities.

Desirable:

- Dynamics CRM reporting experience with the ability to understand, create and enhance CRM reports, including advanced finds and dashboard functionality.
- Experience using ACD phone systems, in particular Mitel.

Reporting Line, Structure, Key Working Relationships

Reports to: Resource Planning and Reporting Manager.

Direct Reports: None.

Key interfaces:

- Operational Business Support Manager.
- Head of Operations.
- Operations Manager.
- Operational Business Support Team.
- Case Managers.
- Finance and IT Departments.
- Learning and Development Team.

Resources, scale and scope of role, location and any travel factors:

Charitable Operations' demand and the cost of running the Charitable Operations team has exposure at Governors' level and needs to be robustly understood, with trends in data clearly explained.

Based in Harlow with occasional travel to business meetings, exhibitions and supplier and stakeholder premises.

The jobholder must take reasonable care of their own health and safety and that of others who may be affected by their actions, complying with all safety instructions or procedures. All equipment is to be used in a safe manner.