

Job Description

Resource Planning and Reporting Manager

Charitable Operations Department

Purpose of the role

- To manage and develop a team of Resource and Reporting Analysts, whose responsibility it is to produce high quality Management Information (MI) reports and trend analysis. Responsible for scheduling rotas, resource plans, shift patterns and supporting the real-time operation of the Charitable Operations department using Workforce Management (WFM) systems.

Key Accountabilities

Resource Planning

- Resource planning and management of a 100 plus seat department, across multiple teams.
- Resource forecasting for multiple teams.
- Ensure proactive scheduling of activities such as training, meetings, lunch breaks and holidays, in line with business requirements.
- Use workforce management tools and software to optimise resource planning and scheduling processes, to achieve agreed service levels.
- Support in providing real-time, weekly and monthly reporting, for Charitable Operations to understand planning effectiveness.

Reporting

- Manage the production of departmental reporting requirements, including monthly packs and dashboards.
- Produce clear and easy to understand reports that communicate complicated data analysis and findings to non-technical audiences.
- Exception reporting (reduce exceptions to reduce errors and save time).
- Use trend analysis to inform decision-making.
- Provide datasets for beneficiary research.
- Provide MI and analysis for relevant projects within the department.
- Ensure that trends are identified and forecast, in accordance with any changes in our beneficiary base and service requirements.
- Other ad-hoc duties, as and when required.

People Management

Work closely with the Operational Business Support Manager to:

- Proactively address performance issues within the team.
- Agree individual objectives, supporting team members to achieve them through regular one-to-one meetings.
- Manage absence and attendance in line with company policies and procedures, in conjunction with Human Resources.

- Help to identify future employee potential, and grow and develop talent within the department.
- Act as a role model for our values and inspire passion for service excellence.
- Encourage cross-functional working within the team and wider business.
- Assist with the recruitment of new members to the team.

Critical Competencies

- Strong organisation and excellent planning skills.
- Ability to manage complex workloads and priorities.
- Ability to analyse and interpret data to identify trends.
- Able to look and implement ways to continuously improve the reporting function.
- Present information clearly, concisely, accurately and in ways that promote understanding.

Reporting line, structure, key working relationships

Reports to:

- Operational Business Support Manager.

Direct Reports:

- Resource and Reporting Analyst.

Key Interfaces:

- Head of Charitable Operations.
- Head of Programmes.
- Operational Business Support Team.
- Operation Managers.
- Team Managers.
- Case Managers.
- Finance and IT Departments.
- Learning and Development Team.
- Field Team.

Capabilities Profile – Technical Skills/Knowledge

Essential:

- Expertise in WFM tool set up and management.
- Proven experience of working with WFM systems to plan and forecast resourcing requirements.
- Previous experience in managing a small or medium sized team.
- Advanced Excel skills with the ability to interpret, enhance and optimise Management Information (MI).

Desirable:

- Dynamics CRM reporting experience with the ability to understand, create and enhance CRM reports, including advanced finds and dashboard functionality.

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 Governor 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.