

## Who Are We?

We are a growing insurance business and excellent customer insight and experience needs to be at the heart of everything we do. Customers today have high expectations; their experience of using Complete Cover Group should not be second rate. We aim to meet customer needs by giving consistent information, advice and support at their convenience. Our customer model is built on the following principles:

- A service that offers insurance to suit customer needs
- Consistent and high-quality contact centre management
- A service driven by customer insight and demand analysis
- A service that is delivered through efficient delivery channels

With significant opportunities available for CCG to grow revenues and profitability over the medium to long term, this is an exciting time to be part of the journey.

## Forecast and Resource Planner

**Location: Sunbury**

**Reports to: Head of Operations**

**Permanent- 37.5 Hours per week**

As a Forecast and Resource Planner, the overall job purpose is to determine resource requirements for all teams dealing with customer contacts, ensuring that shifts are aligned to customer demand & commercially viable, meeting our expected service levels, enabling us to provide an excellent customer experience.

## In a nutshell....

The output of the role will be planning the effective utilisation of the workforce, Forecasting, Scheduling, managing Real-Time Adherence and have responsibility for the production and delivery of MI (Management Information). This will be supported by a WFM system from an external provider (U-WFM)

## A Typical day would be;

Review and report on intraday activity through use of the workforce management system. Forecast, Plan and Schedule staff duties, using workforce management tools and technology to ensure that the Contact Centre is staffed to be operationally effective. Manage and advise on requests for resource management information to ensure effective decisions around changes to business process. Identify and investigate variance from schedules that had a negative impact on budget and or performance to ensure tight control and efficient use of resources. Manage all long term and short notice absence.

## **Duties and responsibilities:**

Key accountabilities of the role as its stands are:

- To manage and develop our Forecasting & Planning system, accurately prepare forecasts and scheduling for call & non-call workloads and resource, monitoring drivers against business change & developing models to improve accuracy.
- To constantly monitor and propose effective shift patterns to match business requirements, optimising performance of all Customer Contact Centre teams and maximising agent satisfaction by providing flexible options where possible.
- To make recruitment recommendations to your manager and identify opportunities and benefits offered through skills based routing, demonstrating the benefit of proposed changes through testing scenarios using simulation software, capacity and sensitivity analysis.
- To identify and pro-actively manage changes to the shift patterns to deliver improved customer service, working as team with Operations, facilitate smooth communication and transition, maintaining and communicating a formal historic record of the changes and their impact.
- To be aware of and record business, resource and seasonal changes, making appropriate resource plans for expected changes in profile and workloads, reporting on expected and experienced results.
- To monitor recruitment and liaise with the Operations Team to make advanced plans for required shift changes to optimise delivery of resource and skills, identifying when new groups and Team Managers are required.
- To deliver effective & accurate reports to the key stakeholders detailing key performance indicators and commentary relating to workforce and shift performance, identifying the proposed and actual shift efficiency factors and clearly stating all assumptions applied.
- To actively manage and develop the Workforce Management tool, owning the relationship with the supplier and participating in User Groups to identify and implement new ideas of best practice.
- Determine and communicate short term staff capacity and roster establishment for operational staff to 6 weeks in advance.
- Ensure appropriate level of training/coaching/1:1 hours are available.
- Identification and implementation of new technology for planning, including the use, development or procurement of effective workforce management software (WFM) and or other in-house systems/Excel.

## **Essential Requirements:**

- Expert skills in using a Workforce Management tool (3 - 5 years)
- Expert skills in forecasting and scheduling within a multi-skilled, multi-site Contact Centre
- Experience in working with external WFM system providers
- Team management and development skills
- The ability explain complex information in an easy to understand manner and generate “buy-in” from key stakeholders to further your department

## **Person Specification:**

- Customer focused
- Communicative and influential
- Team Player
- Creative and flexible
- Organised
- Business aware
- Self-Motivated

**Strings to your bow...**

- Confident working within a team
- Ability to communicate at all levels

**Key internal relationships:**

It would be expected that the above role would interact closely with own team and a variety of internal stakeholders.

**Bupa Cash Plan****Season Ticket option****Tax efficient Cycle to work Scheme****25 days holiday plus Public & Bank Holidays****Retail, Health & Leisure Employee benefits Hub**