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| Job Title: Resource Planner |      |
| Job Evaluation<br>No        | A357 |

## JOB DESCRIPTION

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| <b>Job Title:</b> Resource Planner   | <b>Location:</b> HQ North, Kidlington       |
| <b>Job Family:</b> Business Support  | <b>Role Profile Title:</b> BB3 Police Staff |
| <b>Reports To:</b> Resource & Forecasting Team Leader  | <b>Band level:</b> 3G                       |
| <b>Staff Responsibilities (direct line management of):</b> maximum of 2 Resource Scheduler's and Intraday Analysts |   |

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** Resource Planners will ensure that resources are managed efficiently and effectively in order to optimise use of resources to achieve performance targets (Contact Management) Targets and their own schedule fit targets) and minimise overtime spend.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

| <b>The key result areas in the role are as follows:</b>  | <b>% time</b> |
|--|---------------|
| 1. Provide leadership to a team of Intraday Analysts and Planning specialists who provide scheduling, real time management and planning; manage performance through use of the PDR system to ensure staff are developed and motivated in line with both organisational and personal objectives. Ensure welfare and H&S needs of staff are met.   | 15            |
| 2. Plan and Schedule staff duties, using the workforce management technology, according to skill sets based on 15 minute intervals in order to ensure that resources meet forecasted business demand profiles and that Contact Management is staffed to be operationally effective 24x7. This includes managing the production of schedules for those on Primetime contracts, ensuring that all legislative requirements are met and that fair rotation of preferences is applied. | 45            |
| 3. 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.  | 5             |
| 4. Manage long term and short notice abstractions to maintain resilience levels, continually revising schedules to ensure demand is met, whilst complying with working time regulations, health & safety legislation, Force policy, police regulations, terms & conditions and diversity policy.   | 10            |
| 5. Review requests for flexible working, identifying impacts on the business and advising line managers in order that the needs of the business are considered in decision making. Agree timing of implementation of shift patterns to minimise negative affects. Pro-actively resolve conflicts with staff and managers, in order to maintain good employee relations balanced with the needs of the business.  | 20            |
| 6. Manage police and staff hours/schedules to ensure adherence with working time regulations, maintain work-life balance and safeguard the health and welfare of individuals.  | 5             |

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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

| <b>Further Comments:</b>   |
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| Contact Management is a 24 x 7 operational department with staff working a variety of different shift patterns, with considerable demand for individual flexible working requests and 'Primetime' where shift patterns are replaced by schedules run week on week taking into account a balance of demand against the individual preferences of staff.   |
| Total resources managed in Contact Management are in excess of 650 police officers and staff but predominately made up of police staff. The post holder's role impacts upon the work-life balance of all Contact Management staff. Contact Management handles approximately 1.9 million calls and 800,000 incidents per annum. Contact Management's Resource Team Leader is responsible for the department overtime budget of approx. £500,000.  |
| The Resourcing Team is working with WFM software, which is considerably more complex than DMS 2. This enables the team to more accurately forecast demand and schedule resources in 15 minute intervals and to manage in real time both adherence and response to demand fluctuations. The whole process is more detailed, dynamic and by nature therefore necessitating tighter control.  |
| Contact Management operates a true multi-site, multi-skilled contact centre environment with complex call routing systems. It is demand driven and performance focused thereby requiring long, medium and short term forecasting, planning, scheduling and re-scheduling taking into account all factors that can affect performance (call routing/skill sets/average handle time per queue/abstractions/meal breaks). Unforeseen Force wide activities and external influences e.g. weather; major events all impact on demand, which could necessitate dynamic and responsive solutions. |
| Contact Management has introduced an innovative approach to resource optimisation by implementing a wider range of flexible working options, 'Primetime', to improve Service Delivery and meet performance targets.  |
| Contact Management will be implementing the Contact Management Platform which will place additional new demands on forecasting and resource planning as additional channels of communication are added (web forms, SMS etc.)   |

#### d. CHARACTERISTICS OF THE ROLE

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

| <b>The knowledge or skills required in the role are as follows:</b>   | <b>E/D</b> |
|---|------------|
| 1. Excellent IT skills (ability to use word and excel to intermediate level) with proven ability to understand complex, bespoke technology and produce / understand management information. | E          |
| 2. Good standard of education including excellent numeracy, literacy skills and the ability to apply logic.   | E          |
| 3. Professional qualification in resource planning (or willingness to work towards and achieve within 12 months) or equivalent experience.  | E          |
| 4. Recent and proven leadership experience and managing a team, working unsupervised and using own initiative in a pressurised environment.   | E          |
| 5. Attention to detail and ability to prioritise and work to deadlines.   | E          |

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| 6. Proven ability to negotiate, mediate to resolve conflict through effective communication / interpersonal skills, produce accurate work and prioritise to meet deadlines.   | E |
| 7. Knowledge or proven experience of forecasting in a contact centre environment.   | D |
| 8. Experience of working with Workforce Management software and/ or resource planning function.   | D |
| 9. Knowledge of legislation relating to shift work, working time regulations, terms and conditions of service and Health & Safety. In addition, knowledge and understanding of police work/regulations/policies/organisational structure. | D |