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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose**:  *Own all scheduling of allocated resource for a defined operational area – Roadside, Branded and Contact Centres. At any single point in time you will have a defined area of specialism that will mean you are either accountable for delivering annual rosters built to required forecasts and to agreed rules and constraints, in line with defined timelines or you will be responsible for tactical planning on a monthly, hourly and daily basis to ensure Service level targets are achieved with maximum efficiency in order to service customers by providing the correct rostered resources.*  *Area of specialism will be as allocated by the business. For the Resourcing Specialist role there are distint levels defined by competency and experience level (see Career Framework)*  *Working within a busy and fast paced environment you will develop and maintain key relationships with front line colleagues and Management to deliver exceptional service.*  *You will be accountable for delivering hours efficiency in line with the forecasted requirement.*  **Role Dimension:**  **Financial**  Ensuring resource levels are at appropriate levels and in line with provided forecasts and performance, overtime usage as per Operational plans and forecasts as provided by the Analysis Team.  Also responsible for resolution of resource issues on a day to day basis and the building and issuing of annual rosters in line with agreed rules and constraints, delivering in line with budgeted phasing .  **Non Financial-**  Based in Bescot / Stretford but may be required to work from other RAC centres. Schedule c100-250 FTE, hitting SL’s defined by business using up to date planning techniques.  **Reports to:**  Resourcing Team Manager  **Relationships**  Call Centre Management, Roadside & CSC Management, Finance, Training Manager, IT, Technical, HR | As outline in the role purpose at any one time you will be accountable for Rostering or Tactical Planning of a defined area, which will cover one of the following:   1. Rostering :   Resource scheduling for defined colleagues within Group Operations   * + Ensure FTE are scheduled to relevant levels against provided forecasts to give best chance of hitting planned SL’s (Annual and Tactically)   + Highlight to line management any issues or factors that could prevent the achievement of KPI’s.   + Ensure rosters are built to meet demand whilst maintaining a fair worklife balance and are constraint compliant   + Ensure Annual Leave, training and downtime are all managed as per business rules and agreements   + Effective re-rostering as required by the business   + Management of new starters and leavers  1. Tactical Planning:   Ensure the team are scheduled at the right time and are adhering to constraints, placing hours to maximise MAPE, in order to deliver the optimum resourcing outcome.   * 1. Deliver best resource fit against relevant forecast to hit SL, coordinating any overtime requirements   2. Ongoing review of hours deployment to minimise wastage and maximise benefit of downtime   3. Work with the various stakeholders across the business to ensure clear communication of resourcing   4. Ensure conformance of working arrangements   5. Tactical Planning financial rigour required to conform to budgetary requirements (MAPE and HpSB / % in Cluster Measures)   6. Work across boundaries to ensure a nationally consistent approach   7. Ensure fairness in the treatment of front line colleagues in making daily resourcing decisions and the allocation of overtime hours | **Skills/Knowledge /Experience**   * Strong understanding of resourcing and planning * Ability to work to tight deadlines * Proven problem solving skills * Strong knowledge of WFM Systems/Excel/Powerpoint * Strong communication skills building effective relations at all levels * Able to work in a fast paced environment * Creativity * Good commercial awareness * An understanding of Roadside or Contact Centre colleague related policies and procedures would be an advantage, with planning and operational experience being ideal. * A good depth of experience in delivering detailed resourcing solutions   **Qualifications/FSA:**  Ideally educated to A level or equivalement standard | **Competencies/Behaviours:**   * Leadership – Level 3 * Judgement & Decision Making – Level 4 * Interpersonal & Influencing – Level 3 * Continuous Improvement – Level 3 * Team Working – Level 3 * Commercial Awareness – Level 3 |