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| **ROLE Title: Demand Forecasting Manager**  |  | **DAte:** | December 2024 |
| **GRADE: D** |  | **Business Unit & AREA** | Consumer/Sales Ops/Planning & Performance  |
| **Role** | **Key Responsibilities:** | **Skills / Knowledge / Experience:** | **Competencies / Values** |
| **Role Purpose:*** To forecast Supply and Demand for our Sales and Service contact centre
* Support with the creation of insight that improves outcomes for customers
* Produce regular management information (MI) that supports the running of the business and informs resourcing decisions within Sales Operations
* As part of wider operational team, providing proactive support for all forecasting and budgeting processes and linking between finance areas to ensure that they are aligned

**Role Dimension:****Financial**Contribution to financial budget process**Non-Financial:**Hybrid role based in either Bradley Stoke or our Salford office, has a team consisting of one Forecasting analyst and three Real-Time Analysts. Supporting all areas under Sales Ops umbrella, including Renewals, Retention, Customer Service, New Business, Non Member Breakdown and SME. **Reports to:** Head of Planning and Performance, Consumer Roadside **Relationships:**Finance Commercial Pricing Sales Ops SLT Operational management Team Other members of Planning team  | The Demand Forecasting Manager will be responsible for creating, tracking and continuously improving, both short- and long-term forecasts, covering multiple areas within Consumer Roadside Sales Operations. You will also support target setting and performance insight for managing key Operational KPIs alongside managing the Real-Time Team, ensuring on day delivery of service level targets. * Annual and Quarterly Budget: Working closely with Pricing, Operational, Finance and Commercial teams, providing detailed Demand and Supply forecasts
* Weekly Forecast review: Support trading teams with updates on forecast performance and call driver insight, with tracking and management of Risks and Ops
* MI Reporting: Mange key reporting insights to support Operational teams deliver plans
* Call Insight: Provide detailed analysis call volume trends and drivers, present findings and recommendations in clear engaging ways
* Opportunity to build/improve/overhaul our regular cadence of reviews to improve effectiveness and efficiency, feeding into and supporting key trading and budgeting requirement
* Effectively manage real-time operation, driving improvements and building out team structure
* Work closely with Scheduling Manager to optimise Supply and Demand
* Support key transformation programme delivery
 | **Skills*** Expert in forecasting methodologies
* Advanced at Excel
* Excellent at Interpreting and Analysing complex data
* Effective communication skills, both verbal and written
* Great stakeholder management at all levels

**Experience** * Demonstrable Operational Contact Centre planning and forecasting experience
* Effective People management experience
* Experience of working across multiple functions within an organisation, demonstrating strong relationship building skills and stakeholder management
* Practical Experience of WFM Applications, ideally Verint

**Helpful but not essential** * SQL
* Power BI
 | **RAC competencies:** (use competency framework to select relevant competencies and levels for each role e.g. below. * Strategic Thinking – Level 3
* Judgment and Decision Making – Level 4
* Commercial Awareness – Level 3
* Continuous Improvement – Level 3
* Achievement Drive – Level 3
* Developing Self and Others – level 4

**Values**A role model who demonstrates the highest standards of ethical and professional behaviour consistent with RAC HERO values:**Handle it Together**Cares about impact on others, shares ideas and positively challenges others**Exceptional Service**Has best interests of colleagues and customers at heart, goes the extra mile to enhance customer experience, understands business strategy**Raise the Bar**Driven and ambitious, challenges self and others, continually learning**Own It**Leads by example, trusted to achieve right outcome, passionate |