

Job Description:

Resource Planner

General role information	
Job Title:	Resource Planner
Reporting to:	Team Manager
Salary Band:	12
Notice period:	4 weeks
Budget Responsibility?	Yes
Contract type?	Permanent
Direct Reports?	No
Client facing role?	No
Key stakeholders – internal?	Yes
Key stakeholders – external?	No
About MSI Reproductive Choices	
<p>At MSI Reproductive Choices we are unapologetically pro-choice. We believe that every woman has the right to make choices about her own body and her own future. As one of the world's leading providers of contraception and safe abortion care, we give women the means to do so. Our team members, working across 37 countries, provide high quality, safe services to women, when and where they need them. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p>	
The department/team	
Working as part of an energetic and progressive team you will work alongside 3 / 4 Resource Planners to support our Contact Centre Service and back-office operations.	
The role	
As a Resource Planner you will be expected to work collaboratively with the team to deliver effective resource planning to achieve our service delivery targets in the most efficient way.	

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

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Through the application of WFM methodology and strong analytical review of our patient data you will be expected to deliver consistent and accurate call forecasting to ensure we can deliver and optimise colleague availability to support our patients when they make contact with our centre.

Key Responsibilities

- Pro-actively analyse data, trends and historical information to drive strategic thought and focus
- Ensuring the One Call operational structure continues to support consistent efficient delivery against KPI's/ targets
- Day to day management of the Genesys function to provide accurate short/medium/long term capacity plans
- To ensure the One Call operation has sufficient resource, optimal shift patterns and effective intra-day flexibility to achieve target Service Levels
- You will develop and sustain relationships with One Call Team Managers, Operations Management and Genesys representatives
- Support the on boarding of new projects/policy changes by contributing fully to the Genesys solution for any additional tasks
- You will provide pro-active analysis demonstrating trends and information to identify periods of over / under resourcing from the existing schedules and work directly with the One Call Team Managers to close the gaps on a daily and weekly basis
- Be responsible for decisions made on a daily/weekly/monthly basis to achieve call performance targets through planned shrinkage. Making the best use of use of available resource at all times, across all teams
- You will manage effective people processes to schedule training, coaching, mentoring and Performance Management, ensuring business targets are not impacted
- Highlight any gaps and escalate any concerns to Senior Management
- Ensure resources are available to minimise disruption and loss of capacity and quality to the One Call Consultation and Counselling lists
- Work collaboratively with the HCA and Counselling Team Manager to ensure maximisation of income
- Real time management of all call handlers (CSA, HA, Coaches, Rightcare, Nurses and SDS) to ensure that all are working to their best ability and offering assistance where needed.
- Enforcing schedule adherence; Aux codes, break and lunch usage etc.
- Provide feedback to Team Managers where applicable.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

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Please read this document in conjunction with the Person Specification for the role.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date: