

World class water services for a better life

Position Title	Workforce Planner and Analyst		
Position Number(s)	006133	Manager Title	Manager CCC Operational Support
Business Group	Customer Delivery	MoR Title	Senior Manager Customer Care Centre
Business Unit	Customer Care Centre ('CCC')	Direct Report's Title(s)	Nil

What is the unique purpose of the role?

What is the reason for the role's existence and the key contribution to SA Water's success?

To support the Customer Care Centre by delivering scheduling, rostering, reporting, modelling and analytical services of current and future forecasts in order to provide an understanding of current and future trends and ensure the effective use of the CCC workforce to meet key performance metrics and customer expectations.

What does the role do?

The key accountabilities unique to this role are (3-6 required):

Key Accountabilities	Accountability Details (2-8 per accountability)
Puts safety above all else	<ul style="list-style-type: none"> Be aware of and take action in accordance with WHS Roles and Responsibilities Procedure. Take responsibility for the safety and wellbeing of yourself and others including your own fitness for work (e.g. under the influence of drugs, alcohol and/or fatigue). Any identified hazard or incident to be logged into SAAM within 24 hours.
Produces high quality workforce data and information to support resource planning and monitoring	<ul style="list-style-type: none"> Balance the needs of the CCC by providing efficient and effective rostering and scheduling for improved delivery of service level in real time, daily, weekly, monthly and annual levels. Responsible for day to day performance of CCC schedules and resource planning. Provide accurate analysis and forecasting – strategically (12-24 months) and tactically (12-16 weeks). Maintain data within CCC systems, in particular, Touchpoint, Verint (Scheduling) and Maximo (Works Management System).

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Key Accountabilities	Accountability Details (2-8 per accountability)
Provides timely, accurate and relevant reporting to support CCC business processes and contributes to the identification and implementation of opportunities for improvement	<ul style="list-style-type: none"> Identify trends and patterns in adherence and report behavioural trends to CCC Business Support team to ensure compliance to customer care officer KPI's and assist with identifying training and development opportunities to improve customer service delivery. Review, prioritise, streamline, automate and produce existing operational reporting to ensuring the reports that are produced provide high value. Work with the management team to identify, amend and revise processes to help facilitate a culture of continuous improvement. Adapt to change by positively supporting opportunities for improvement. Establish a performance reporting framework that provides data and information to enable the continuous improvement of CCC Analyse data and information to make recommendations around areas for performance improvement through the people, process and technology change including reviewing indicators of workloads to better achieve performance targets. Work closely with the CCC leadership team to help team members across the CCC process understand performance so they can be adequately coached and contribute to the development of appropriate action plans. Work with the CCC Managers to identify and target strategies which will lead to efficiencies, improvements in customer satisfaction and performance against scorecard; current and future ESCOSA measures.
Delivers world class customer service across all channels	<ul style="list-style-type: none"> Effectively produce well planned rosters aimed at improving the level of service provided when engaging with our customers. Chair a weekly internal workforce management meeting covering off previous, current and future performance indicators and providing expert recommendations to maximise key KPIs. Provide timely reports on regulatory and KPI performance for SA Water CCC and provide detailed commentary and appropriate recommendations. Undertake reporting of resources for the CCC and provide feedback and recommendations for improvement with regards to capacity planning and resource levelling. Work collaboratively across the business to capture and interrogate customer data and insights in a timely manner.
Continuous Improvement	<ul style="list-style-type: none"> Utilise technology to develop predictive forecast models "what if" resourcing based on business and as well as seasonal impacts to help inform and improve modelling Participate in the development of continuous process improvement within the Customer Delivery group. Continue to develop KPI reporting to assist in managing business performance and drivers.

Knowledge, skills and experience the role requires

Criteria which will be used for recruitment and selection for this role (maximum of 8):

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Foundation Knowledge, Skills, Experience and Qualifications	Essential or Desirable
Relevant call centre experience and experience with industry technology related system software applications	Essential
Demonstrated experience in data analyst/modelling in a large commercial environment with demonstrated advanced problem solving , analytical and conceptual thinking skills	Essential
Advanced MS Excel and MS Access skills, (Power Query, Power Pivot and Power BI Skills)	Desirable
Advanced SQL Skills. Proficient in technologies including Microsoft SQL Server, SSIS, SSRS, Azure Machine Learning Studio, and Big Data technologies	Essential
Strong communication and interpersonal skills including an ability to collaborate to deliver an improved customer experience	Essential
Knowledge of project and change management methodologies and tools	Desirable
Experience working with master data management (MDM) tools and technologies	Desirable
Experience using the Verint (Impact 360) Workforce Management Suite	Desirable

Who you work with

Key Stakeholder Relationships critical to the success of this role (maximum of 6):

- Customer Care Centre Managers
- Customer Care Officers
- Service Continuity Manager & Team Leaders

Special conditions

Does the role have any unique requirements?

- Flexible hours and some after hours as required, some intra and interstate travel (mandatory)

Your PD outlines what the requirements of your role are. The behaviours you demonstrate are equally as important and form part of your PD.

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