

Role Description

Call and Resource Planning Analyst



Cluster	Customer Service
Agency	Service NSW
Division/Branch/Unit	Service Delivery
Classification/Grade/Band	Service NSW Grade 7/8
ANZSCO Code	224999
PCAT Code	2129192
Date of Approval	May 2014

Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services. Since launching in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres. We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions.

Primary purpose of the role

The Call and Resource Planning Analyst is responsible for the consolidation and analysis of information and operational data which includes call/process and channels volumes, call and transaction request patterns, staff productivity and attrition rates to enable the delivery of the Service NSW target quality customer experience.

Key accountabilities

- Develop and analyse regular forecasts to ensure sufficient resources are available to support complex and high-volume operations enabling contact centres meet service standards and achieve optimal resource utilisation, as assessed by internal reviews and customer feedback.
- Track and monitor daily staffing levels, updating rostering systems to account for the utilisation of employees.
- Collaborate with leadership team to forecast attrition, absence and shrinkage factors to ensure the effectiveness of service delivery.
- Consolidate and analyse operational data which includes key performance indicators including call volume received, abandoned calls, calls in queue, handle time and wait time for input into employee allocation plans.
- Provide assistance in monitoring the customer request volume.
- Support the implementation on new businesses into the contact centre and assist the FTE forecasts based on detailed analysis of available data

- Design business reports and provide evidence-based advice that will assist Contact Centre managers in workforce planning activities
- Understand data modelling principles, rules and regulations to develop rosters and engage cost effective resources to meet workload demands.

Key challenges

- Interacting effectively with key stakeholders to effectively schedule resources while balancing employee needs and adhering to health and safety guidelines for the contact centre.
- Maintaining an awareness of the agency as a customer centric organisation to ensure that the contact centre continues to meet customer needs at an optimal cost to serve
- Continuously improving work analysis and resource planning systems and strategies to enhance service delivery and address identified issues.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Contribute to broader unit issues • Provide expert advice and guidance on complex complaints issues • Escalate issues, keep informed, advise, receive guidance and instructions • Participate in discussions and decisions regarding complaints management and emerging issues or trends
Work Team	<ul style="list-style-type: none"> • Encourage team members to work collaboratively to achieve business outcomes • Represent work group perspective and share information • Support team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in meetings to share information and provide input on issues
Customer/Stakeholder	<ul style="list-style-type: none"> • Provide expert advice to achieve complaint resolution • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues • Address/respond to queries and provide solutions where possible, or redirect query to relevant area
External	
Customers/ Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to ensure the effective resolution of complaints • Address/respond to queries where possible, or redirect relevant party for review and resolution • Contribute to a client-focused approach to service delivery

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

This role reports to the Manager.

Direct reports

Nil

Budget/Expenditure

As per the Customer Service Delegations





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Demonstrate a high level of personal motivation • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies