



## **Workforce Planning & Analytics Manager**

- + Genuine Employer Of Choice, Globally & Locally**
- + Back/Front Office, Home Agent & Online Mandate**
- + Significant Base + Super + Bonus + Benefits**

With a global network, large contact centre capability, dominant market positioning and firm mandate for growth/innovation from a dynamic CEO, times are exciting for this global giant. They now wish to appoint a Workforce Planning & Analytics Manager to help in optimising their cost of sale whilst also enjoying a sweeping mandate to identify and realise more broad-based business improvements covering back and front office, home agent and online customer interactions.

This role enjoys a reporting line into the Vice President of Customer Service with strong sponsorship to ensure you receive the support necessary to ply your trade. The key areas of focus include: management of a small team of workforce planning analysts and schedulers; contribution to the strategic road map for the workforce optimisation business unit; the development of a first class reporting regime that will help the enterprise develop an accurate and timely dashboard from which future business cases will be founded; and design, development and implementation of solutions to help measure and track the delivery of continuous improvements to working practices. As you can see, this is a "*roving reporter*" role with significant autonomy to really challenge the way our client's business is currently conducted.

Close consultation with our client suggests that the ideal candidate will probably profile as a highly talented Workforce Planning Analyst/Manager with strong MIS reporting wares and a genuine talent for squeezing and utilising capability from contact centre applications and relational data such that innovative cost reduction and performance-enhancing initiatives and workforce budget preparation/management can be delivered, all with the highest levels of integrity and reliability.

To apply in strict confidence, please click the "**apply now**" button below attaching a brief resume and covering letter quoting **Ref. No. GLT/46045** or call **Greg Tanna** on 61 2 9947 9712 for further information.