



Workforce Planning Manager

- **Award Winning Organisation**
- **Multi-Site "Follow the Sun" Network**
- **Flexible Location/Remote Management Opportunity**

Our client is one of the largest ISP's in Australia with a healthy knack for innovation and sophistication. They are heavily focused on their service delivery and are therefore passionate about their staff and their customers. To ensure they keep moving in the right direction, they are seeking a like-minded person to join their community – an individual with high intellect and bags of energy, curiosity and creative thinking.

Reporting directly to the General Manager, Contact Centres, you will lead and direct a team of analysts, planners and administrators aiming to maximise efficiency of the contact centre resources and in doing so, supporting the delivery of service to customers across three different time zones. Your role in essence, is two-fold in providing both strategic and operational leadership to a team of workforce optimisation professionals that are pushing new barriers in terms of workforce planning excellence.

This complex yet sophisticated 1200 FTE; multi-border, follow-the-sun operation will present unique professional challenges given the requirement for strong collaboration and partnership with contact centre leadership teams, MIS, Finance, Marketing and Schedule Administrators in driving performance in a continuous improvement environment.

We therefore seek expressions of interest from standout workforce planning practitioners who profile as follows:

- ✚ A clear track record of success in management of workforce planning teams within preferably large, multi site and complex contact centre networks;
- ✚ High level numeracy/analytical skills with a strong grasp of best practice contact centre operational performance metrics and call delivery principles;
- ✚ Advanced technical command of ACD systems, workforce management software and related telephony/reporting applications;
- ✚ The interpersonal skills to develop, nurture and influence diverse and cross-functional teams in the achievement of shared project/business goals; and
- ✚ The commercial judgment and calculated risk-taking skills that set you apart from the rest.

For further information, in strict confidence, please contact **David O'Keefe** on (02) 9947 9775 or email your detailed resume to dokeefe@tanna.com.au quoting Ref. No. **DOK/50214**.