



Regional Workforce Optimisation Manager

- ✚ **Blue-Chip Financial Services Group**
- ✚ **300 + FTE Multi-Site/Border Network**
- ✚ **Establish Best Practice Workforce Optimisation Regime**

This is an exceptional opportunity for an experienced workforce optimisation manager to “ply your trade” and create a contemporary, first class workforce optimisation division for this highly respected Australasian corporate that dominates their financial services niche.

Our client has enjoyed explosive growth in recent years but become a victim of their own success in that their 300+ (and still growing) multi-site contact centre has long outgrown their relatively raw workforce planning, reporting and analytics capabilities. They therefore need your expertise to create a best practice workforce optimisation division “from scratch” addressing all key deliverables from technology vendor selection to reporting platforms, process review and people management/engagement across the group.

This is clearly a fantastic opportunity for a seasoned workforce optimisation professional looking to “spread their wings” and assume a senior leadership role with an Australian icon. We seek expressions of interest from people who profile as follows:

- ✚ A proven track record of high achievement from probably 10 years experience within contact centres and related analytics domains;
- ✚ Exposure probably to 200+ FTE environments – ideally multi-site and multi-border;
- ✚ At least 5 years experience within the workforce optimisation discipline, probably leading to a present position of Team Leader or Manager of a significant workforce planning function dovetailing into MIS, analytics or other related business analysis functions;
- ✚ Exposure to outbound environments with predictive diallers is very highly regarded as is work history gained within the BPO industry; and
- ✚ A sense of humour combined with a robust, polite but tough approach to solving business problems.

To apply in strict confidence, please click the “**apply now**” button attaching a brief resume and covering letter quoting **Ref. No. GLT/46072** or call **Greg Tanna** on 61 2 9947 9712 for further information.