



National Head of Workforce Optimisation

- ✚ **National Role With Leading International BPO**
- ✚ **5 Businesses, 1500 FTE, Multi Channel Operations**
- ✚ **New Role, Greenfields Opportunity.**

This boutique services firm offers consulting and outsourced customer contact solutions to Tier 1 entities across Australia and has set its sights on <100% growth over the next 2 years. They possess an enviable client list, a diverse service offering, a demonstrable track record of delivering solutions, yet recognize that to add greater value to clients/customers they can make further improvements through enhanced optimisation of their national operations.

Reporting to the General Manager, as the National Head of Workforce Optimisation you will be responsible for creating and executing the workforce optimisation strategy nationally across 5 business areas. With varying levels of WFO sophistication across the disparate business areas, you will be expected to draw on your people, process and technology experience and project manage the transition to international WFO best practice into the operational areas. You will need to also influence key stakeholders and manage a team of WFO specialists along the way.

This role may well be the most challenging WFO role in the past 12 months, therefore only experienced, executive level, contact centre/workforce optimisations professionals who possess the mix of technical and people skills need apply. We therefore seek expressions of interest from exceptional talent profiling similar to the following:

- ✚ Possessing considerable experience in the mechanics of workforce optimisation in a contact centre (multi channel) environment beyond 1000+ FTE;
- ✚ Sound technical wares in to end to end contact centre systems, and specifically WFO related systems/applications;
- ✚ Demonstrable success in rolling out WFO best practice and achieving cost/productivity benefits in a multi channel environment;
- ✚ Success in delivering operational and/or technical WFO projects against project parameters; and
- ✚ Outstanding interpersonal skills, the ability engage with key stakeholders and to influence decision makers and operational leaders, and to work collaboratively with a remote workforce.

To apply in strict confidence, please click the button below, attaching a brief resume and covering letter quoting **Ref. No. SOR/86351** or call **Scott Robinson** on 61 3 9909 7555 for further information.