



Manager - Workforce Planning & Analytics

- ✚ **International Employer Of Choice**
- ✚ **Back/Front Office, Home Agent & Online Services**
- ✚ **Design & Develop New Resourcing Initiatives**

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

This role enjoys a reporting line into the Director of Customer Service with strong sponsorship to ensure you receive the support necessary to influence positive change throughout the organisation. The key areas of focus include: management of a small team of service level planning analysts; creating and delivering a new workforce management strategy; 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.

The ideal candidate will profile as someone with strong leadership qualities, strong MIS reporting wares, strong stakeholder management skills and a genuine talent for improving operational performance all with the highest levels of integrity and reliability.

This is a golden opportunity for individuals who wish to make a major impact and who profile as follows:-

- ✚ Proven track record of high achievement in a leadership role within a front/back office contact centre environment;
- ✚ Proven "end-to-end" WFM experience with financial and operational accountability;
- ✚ Experience dealing with and ability to influence behaviours of senior executives and key internal/external stakeholders;
- ✚ Advance to expert in reporting and data analytics;
- ✚ Strong knowledge of ACD and related reporting software; and
- ✚ Experience with forecasting/scheduling software (e-WFM)

To apply in strict confidence, please click the "**apply now**" button below attaching a brief resume and covering letter quoting **Ref. No. DOK/50254** or call **David O'Keefe** on 02 9947 9775 for further information.