Planning Analyst
Planning

Salary: £25,922 - £28,330   **Location**: St Mellons, Cardiff

Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment.

It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the water industry is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

Our Planning and Forecasting function ensures that we forecast customer contact volumes with other work activities to allocate sufficient resource within our contact centre. We add value through analysis and reporting to inform decisions about the way we shape our business in the years ahead.

What you will do

You will be an experienced Resource Planning Analyst keen to broaden your experience across our business to help deliver our aspiration to be a multi-channel company. A key element of this role will be to produce planning and forecasting models and deliver forecasting insights across activities within our team. Working with the wider Change Team you will support the operational business to improve customer experience, enhance employee satisfaction and reduce costs.

This is a great opportunity where you can use your experience to bring fresh ideas and new ways of thinking to our Planning team.
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What we offer

We know that if our employees are happy, our customers are happy. That's why we offer a great benefits package. As one of the biggest companies in Wales, our reward and benefits package includes:

- Generous Pension Plan
- Colleague Reward Scheme (Bonus)?
- 24 days annual leave plus public holidays
- Childcare Voucher Scheme
- Onsite restaurant and car park
- Training and development opportunities available

Interested?

Please complete the application form, available on our website, and return it to Recruitment@dwrcymru.com

Applications must be received by: **Midday, 2 May 2017**

Planning Analyst

About the Role:

Reports to: Planning & Forecasting Team Leader

Contract: Permanent

Working hours: 37

What you'll be responsible for

1. To develop when required and effectively utilise bespoke planning and forecasting models to ensure that departments can achieve their KPI's in the most cost effective manner
2. To provide effective resource planning for specific business areas to ensure an adequate staff level across the business to achieve business goals and KPI's. Using both specialist applications such as the Genesys telephony Suite and generic applications such as Microsoft Access and Excel
3. Analysis and reporting of daily, weekly, monthly and ad hoc performance highlighting key drivers of the results
4. Analysis of web statistics in order to forecast future trends and provide recommendations to the business
5. Troubleshooting and administration of telephony system and NICE recording system ensuring calls are delivered to the business and quality is maintained
6. Utilising the NICE telephony system to identify and categorise the calls being received into the contact centre so that further investigation and analysis can be undertaken within the business

Who you'll work with

Internal:
- Senior Manager across Retail Services
- Change Team
- Finance, HR & IT teams
- Training

External:
- External suppliers for telephony and customer insight

About you

Knowledge, Skills and Experience	Essential	Desirable
Knowledge of Planning and Forecasting principles	♦	
A Foundation Certificate in Call Centre Planning		♦
Advanced user of Microsoft Excel and Access to be able to produce forecasts, resource models and regulatory reporting.	♦	
Highly developed and proven analytical skills to support forecasting trends	♦	
Reasonable report writing skills to be able to provide high level summaries and recommendations to the business	♦	
Working knowledge of specialist applications NICE and Genesys Telephony suite	♦	
Knowledge and understanding of in house systems, such as CMS, CAS and Tallyman	♦	
Positive approach towards change to enable you and your colleagues to act quickly and a flexible approach to meet business needs	♦	
Ability to develop and maintain relationships throughout the business, influencing stakeholders with factual information where necessary	♦	
Knowledge of regulatory targets, such as Service Incentive Mechanism (SIM) and awareness of the impact of accurate reporting	♦	

Dwr Cymru Welsh Water is an Equal Opportunities Employer.