



Planning & Forecasting Team Leader

Planning & Analytics

Salary: £35,128 – £38,384

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.

What you will do

You will lead and develop our Planning and Forecasting team for our Retail business to ensure we forecast customer contact volumes along with other work activities to allocate sufficient resource within our contact centre. You will add value through your analysis and reporting to inform decisions about the way we shape our business in the years ahead. As part of the wider Change Team you will support the operational business to improve the customer experience, enhance employee satisfaction and/or reduce costs.

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
- ◆ 24 days annual leave plus public holidays
- ◆ Onsite restaurant and car park
- ◆ Colleague Reward Scheme (Bonus)?
- ◆ Childcare Voucher Scheme
- ◆ 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**



About the Role:

Reports to: Planning & Analytics Manager

Contract: Permanent

Working hours: 37

What you'll be responsible for

1. Providing 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;
2. Analysis and reporting of daily, weekly, monthly and ad hoc performance highlighting key results drivers
3. Analysis of statistics in order to forecast future trends and provide recommendations to the business;
4. Troubleshooting and administration of telephony system and NICE recording system ensuring calls are delivered to the business and quality is maintained;
5. 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;
6. Designing and developing bespoke planning and forecasting models for the business to ensure that departments can achieve their KPI's in the most cost effective manner;
7. Support the Planning and Analytics Manger in the development of the P&F Business Plan objectives and effectively implement the operational activities that support business plans.
8. Personally, and through the team, coach Retail team managers in the use of analytics and data to support business decisions
9. Provide leadership and undertake line management responsibility in line with company management practices to maximise employee engagement and positive behaviours
10. Oversee the following activities:
 - When change initiatives are identified, analysing activities, data and processes to evaluate them;
 - Gathering change requirements and transform them into business specifications;
 - Documenting problem statements and defining processes to ensure business resolution;
 - Organising and reporting recommendations;
 - Oversee the provision of an ad hoc reporting service to Retail (non-standard reports on demand)

About you

- Leadership and management skills with a keen attention to detail
- An aptitude for working within a very busy, dynamic working environment, with the ability to manage multiple activities at any one time whilst delivering the needs of the team
- Capable of consistently producing high quality work and maintaining sustained attention to detail
- Ability to identify, plan and manage a set of activities to enable delivery of products within timescales
- Ability to engage with colleagues at all levels to reach an acceptable result
- Ability to gather, understand, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly
- Drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes
- Ownership and reliability to take responsibility for activities or issues and to be accountable for their timely delivery and quality
- Confidence in decision making is critical to ensure swift resolution of issues



Knowledge, Skills and Experience	Essential	Desirable
Advanced knowledge of Planning and Forecasting	•	
Accreditation by the Professional Planning Forum	•	
Genesys Certification or substantial experience to be able to manage, administrate and trouble shoot the telephony system and workforce management application	•	
Microsoft Certification to be able to create/maintain complex bespoke models	•	
An excellent working knowledge of customer setup, billing and correspondence management on RapidXtra is essential	•	
Ability to investigate data anomalies, understand its context and impact, and suggest solutions for fixing it	•	
Exceptional numerical, verbal and written communication skills	•	
Highly developed and proven analytical skills	•	
Understanding of project methodologies is desirable		•
Experience of being able to translate Company strategic goals into practice to ensure that forecasts and modelling are aligned		•
Previous relevant experience of managing people, HR practices and H&S		•
Coaching and mentoring staff to maximise performance and engagement		•

Dwr Cymru Welsh Water is an Equal Opportunities Employer