**Yorkshire Housing Role Profile**

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| **Job title:** | Resource Planning Coordinator | **Leader of others:** | No |
| **Reports to:** | Resource Planning Expert | **Contract type:** | Agile Homeworking |
| **Business area:** | Customer Channels – Customer Experience Delivery | **Car allowance:** | No |
| **Budget holder:** | No | **DBS required:** | No |

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| **Job purpose** |
| The Resource Planning Coordinator supports the smooth and efficient running of our contact centre by ensuring the right people are in the right place at the right time.  This role is responsible for forecasting customer contact volumes, building effective schedules, and monitoring real-time performance to help us meet service level targets and deliver a great customer experience.  Working closely with the Resource Planning Expert and operational teams, the coordinator ensures we have the right number of advisors with the right skills available at the right times. This includes analysing trends, identifying resourcing risks, and making timely adjustments to support performance and productivity.  The role also contributes to continuous improvement by providing insight into planning effectiveness and helping to shape future workforce strategies. |

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| **Key responsibilities** |
| * Plan and schedule resources for the Customer Experience Centre to ensure service levels are met and customer expectations are consistently achieved. * Deliver agile and responsive resource planning by adjusting staffing in real-time to minimise customer impact. * Maintain accurate records in planning systems, including training sessions, sickness, holidays, and other resource changes, in line with service level agreements. * Work collaboratively with key stakeholders to align resource plans with customer demand and operational priorities. * Clearly communicate planning, forecasting, and scheduling updates to managers, presenting data and recommendations in a clear and accessible format. * Analyse demand versus staffing levels and feed insights into the ongoing planning cycle to support continuous improvement. * Prepare for peak periods and bank holidays by identifying potential shortfalls and highlighting any risks to service delivery. * Allocate time for coaching, one-to-ones, and training within schedules to support team development and service quality. * Produce accurate and timely management information, both scheduled and ad hoc, highlighting key trends and using data to inform performance decisions.   As you can imagine, the above might not be all you’ll be responsible for in role so you might be asked to take on some other key responsibilities if they’re suitable for your role. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Analytical thinker, you’ll be able to interpret forecasting data, spot trends, and make smart decisions about resource planning. * Confident using scheduling tools, forecasting models, real-time adherence (RTA), and capacity planning techniques. * Workforce planning experience * Strong attention to detail, you’ll ensure schedules are accurate, staffing levels are balanced, and data is reliable. * Problem solver, you’ll take on real-time staffing challenges and anticipates risks to service levels. * Strong communicator, you’ll be more than confident to share planning insights clearly with managers and stakeholders, both in writing and in meetings. * Excellent time management, you’ll be able to juggle short-term adjustments and long-term planning with ease. * Customer centric mindset, you’ll keep customer experience at the heart of every planning decision. * Adaptability, you’ll work well in a fast-paced environment and embraces change and learning. * Comfortable using Microsoft Excel and other planning/reporting tools. * Not afraid to speak up: Confident challenging others respectfully when something doesn’t look right—always with the goal of improving service and performance. * Eagerness to develop own skills and adapt to change. * Personal values and approach that align with YH’s values * Ability to work flexibly in line with Hub, Home and Roam principles. * An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues. |
| **It would be a bonus if you have:** |
| * Experience in a similar role in a contact centre environment |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say  **Be curious** • Think differently • Ask questions • Keep learning  **Make it happen** • Own it • Do it • Be empowered  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion  **Have fun** • Enjoy work • Be yourself • Stay connected  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |

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| **Date Role Profile last reviewed:** | June 2025 |