**POSITION DESCRIPTION**

**Position title: Workforce Optimisation Manager**

**Location: Geelong Head Office**

**Reports to:** Head of Operations, Private Health Insurance

**Entities:**  GMHBA Limited

**Organisational level:** Management

**Reports:**  3 Direct reports

**Job Purpose**

To lead and build our workforce planning and staff capability, working closely with our management teams to deliver upon People, Business and Customer scorecard objectives. The role takes ownership of demand, capacity, and capability planning as well as the rostering function for all business areas within Private Health Insurance Operations.

**Accountabilities**

**Strategy & Leadership**

* As a member of the Customer Leadership team, contribute to setting and delivery of the GMHBA’s overall strategic plan and objectives.
* Deliver strategic and annual plans for Workforce Optimisation to support the delivery of the overall GMHBA strategy and plans.
* Design and implement all aspects of the Workforce Optimisation Plan, in conjunction with key stakeholders. This includes system design, policies, end-to-end processes, service standards, service delivery, organisational design and structure.
* Ensure resourcing, performance and bench strength of the team is aligned to deliver plans. Anticipate future skill requirements and acquire and develop these in appropriate time frames.
* Participate on committees, internal and external, as required.
* Be a role model and ambassador to others in setting, and upholding, the company values, culture and performance standards.

**Workforce Management**

* Develop and maintain 12 month rolling forecasts, medium, and long-term forecasts.
* Oversee scheduling and Rostering for all operational business areas, including ensuring schedules and rosters comply with obligations under the GMHBA Enterprise Agreement.
* Identify resource capacity across skills and capabilities, forecast resource availability and shortage against demand, and proactively conduct resource alignment to ensure we are appropriately staffed to achieve service level objectives in all teams.
* Develop effective real-time management procedures to ensure consistent service level delivery across all teams within Operations.
* Maintain a complete view of initiatives expected to impact contact metrics such as volumes and average handle time.
* Partner with Operations Managers and Training Lead to coordinate scheduling of off-phone activities such as training, meetings, and time off.
* Champion for all ACD routing and Workforce Management systems changes and enhancements.

**Optimisation**

* Scale efficiencies and increase productivity through effective and efficient workload balancing on a daily basis.
* Review on a monthly basis Forecast Accuracy, Schedule Efficiency, and Roster Efficiency. Immediately take corrective action to address areas of concerns.
* Conduct IVR optimization assessments on a 6-monthly basis.
* Work closely with the Operations Managers to ensure that resourcing plans are optimised for efficiency and effectiveness.
* Continually reduce the cost to serve through identifying and implementing continuous improvement initiatives.
* Produce accurate and informative business reporting which provides insights on issues and demonstrates proactivity in addressing issues.
* Production of daily performance reporting, agent reporting, and monthly business unit performance.

**Governance Regulatory & Reporting**

* Ensure compliance with the Company’s Delegated Authorities, Business Plan, Policies and Standards.
* Submit to company audit processes and make recommendations as required.
* Keep up to date with regulatory trends and changes, and ensure the company anticipates and navigates changes successfully.
* Prepare reports and submissions for stakeholders and committees as required. Formulate senior management presentations, communicating new trends through detailed reporting and analysis; discussing service delivery opportunities on a continuous basis.
* Develop a robust workforce management framework that supports effective and efficient OPEX management, continuous learning, and achievement of core operational targets.
* Identify, document, and control operational risk.

**Stakeholders & Advice**

* Provide expert advice and recommendations to key stakeholders to facilitate understanding for robust decision making.
* Take opportunities to maintain positive and constructive relationships with regulators, auditors and other external stakeholders.
* Provide expert advice and recommendations to key stakeholders to facilitate understanding for robust decision making.

**Occupational Health, Safety & Wellbeing**

* Provide a safe working environment for self and employees.
* Identify and report all hazards, and develop plans to eliminate or minimise risk.
* Ensure all employees receive appropriate training to safely undertake their role.
* Ensure accidents, incidents and near misses are followed up, and suitable preventative actions are developed, implemented and monitored for effectiveness.
* Promote health, safety and wellbeing through positive leadership.

**Other**

* Participate in the design, build and roll-out of business change programs designed to strengthen GMHBA’s performance
* It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.
* The accountabilities described within may be altered in accordance with the changing requirements of the role.
* Perform 1st Line of Defence duties by identifying operational risks, investigating their root causes and provide support to mitigate risk through understanding control effectiveness and recommending risk improvement

**Key Relationships**

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| --- | --- |
| **Internal:*** Operations - Contact Centers, Branch Network, Membership Teams
* Quality Assurance team
* Senior Management and Executive teams
* ITSG team
* Risk and Compliance team
* People and Culture
 | **External:*** GMHBA Suppliers and Contractors
* Industry Groups
* Managed Service Providers
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**Skills, Experience, and Qualifications**

**Mandatory**

* 3-5 years’ experience in senior workforce planning roles within complex, multi-channel, multi-brand and multi-stakeholder environments.
* Demonstrated ability to thrive in a fast-paced dynamic environment, demonstrating confidence and strength of character to achieve positive solutions.
* Experience using WFM Software
* Proficiency in the use of information and communications technology to include CRM databases and Telephony System Reporting.
* Strong analytical thinker with exceptional interpersonal and communication skills.
* Demonstrated analytical ability and judgment; able to see and solve problems holistically, sometimes with limited information - comfort and ability to manage ambiguity.

**Highly Desirable**

* Private Health Insurance, Banking, or General Insurance experience
* Tertiary qualification in related area, or by equivalent experience
* Experience working in an Agile environment
* Teleopti experience
* Experience with Genesys stack
* Change Management Experience