POSITION DESCRIPTION

Manager – Retail Resource Planning
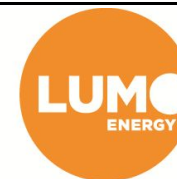
Role Responsibilities
To encourage flexible work practices and to accommodate changes in responsibilities in line with business requirements, this document describes broad role responsibilities rather than detailed tasks

Business Alignment

- Develop and implement a scheduling and forecasting framework across the Retail business that optimises resource and enhances the customer experience by effectively and efficiently balancing resources, skills and call volume
- Develop a forecasting framework for the Retail offshore service centre
- Develop, implement and effectively monitor resource models across the Retail business for budgetary and other planning purposes
- Work closely with key stakeholders to implement agreed changes to resourcing strategies as the Retail business transitions to a single workforce management system/tool

Leadership

- Lead and inspire the Retail Resource Planning team through transformational change with a focus on growing employee engagement
- Lead and engage the Retail Resource Planning team in line with Retail business strategy, vision and values to develop and retain quality people and engender a positive and productive working environment
- Develop the capability of the Retail Resource Planning team to achieve targets and deliver an exceptional customer experience through targeted training and coaching, measurement and performance feedback

Stakeholder Management

- Build and manage stakeholder relationships that deliver favourable commercial terms and service levels to meet the needs of the Retail business

Reporting and Analysis

- Deliver relevant and timely real time and historical reporting and analysis to key stakeholders which captures current performance and provides business insight
- Develop resource models for budgetary and other planning purposes
- Monitor key resource drivers and provide analysis and recommendations to achieve desired business outcomes and inform future direction

Continuous Improvement

- Support the Retail business through the provision of real time and historical data to enable them to effectively manage and improve consultant productivity
- Develop Retail resource planning strategy in conjunction with business unit managers to maximise efficiencies and enhance the customer experience
- In consultation with relevant business units, develop and monitor the IVR to identify trends, issues and potential opportunities to enhance the customer experience and increase productivity
- Continuously monitor call routing strategy to identify routing opportunities that minimise costs and enhance the customer experience
- Work closely and collaboratively with relevant teams to develop, deploy and improve the outage management process to minimise the impact on the customer

Required Competencies

- Attention to Detail (accuracy)
- Problem Solving (conceptual thinking)
- Customer Focus
- Adaptability
- Influencing Others
- Inspire and Engage

Preferred Experience/Qualifications

- Demonstrated experience in forecasting, scheduling & reporting
- Exposure to workforce management software suite
- Relevant tertiary qualifications in statistics, business/commerce or economics
- Proven experience in leading, managing and motivating teams

Red Energy Values

- Safety
- Agility
- Decency
- Courage
- Ownership
- Teamwork