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| **Name:**  |  |
| **Job Title:**  | Planning Analyst |
| **Level:**  | 4 |
| **Reports To:**  | Planning Lead |
| **Location:**  | Swansea |

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| **Purpose:** To support the total business in the creation and production of performance and planning activities by way of structured resource modelling and change analysis. To supply the business with consistent and meaningful insight into Management Information (MI) whilst remaining flexible and adaptive to changes in the environment.  |

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| **Key Responsibilities:*** Work closely with internal customers at all levels to achieve an effective total headcount model including business continuity and seating capacity planning.
* Develop accurate business demand forecasting and resource modelling for multiple work streams, ranging from long-term strategic budget planning down to Erlang based interval telephony and real time analysis.
* Provide suitable insight & recommendations from existing MI and identify opportunities to innovate.
* Provide specific analysis in support of business change.
* Produce regular presentations ensuring outputs are accurate at all times and production flow is efficient.
* Ensure requests are managed, documented and prioritised appropriately.
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*Skills & Experience:* Experience of working within a large volume operational environment
* Proven understanding of resource planning methodologies and service level dynamics
* Previous experience of insurance/motor insurance environments
* Advanced knowledge of MS Excel including VBA
* Advanced knowledge of MS PowerPoint
* Experience working with AVAYA ACD
* Experience of working with workforce management technology

 **Core Competencies:*** Organised.
* Motivated.
* Adaptable.
* Creative.
* Confident Communicator.
* Accurate.
* Analytical.
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| **Name (PRINT) :**  |  |
| **Signature:**  |  |
| **Date:**  |  |