

Job Title	Intraday / Scheduling Analyst
Department	Service Desk
Location	Nottingham or Sheffield
Reports to	Intraday and Scheduling Manager
Staff Responsibility	None
General Overview of position	<p>Manage the Service Desk's Workforce Management System, scheduling and updating duties.</p> <p>Provide real time performance monitoring and short-term forecasting advice and support to the Service Desk management team.</p> <p>Ensure resources are used efficiently and effectively to meet predicted demand whilst providing additional support to the resource planning function.</p> <p>Provide the management team with timely, accurate reports on intraday performance and impacts.</p>
Main duties & responsibilities	<ul style="list-style-type: none"> - Creating schedules that best fit the Service Desk's anticipated demand levels. - - Monitoring demand against forecasted predictions, identifying any daily trends or anomalies. React to any changes in demand, taking appropriate action to minimise any impact on required service levels. - Monitor agent schedule adherence using the NICE workforce management software and raising any non-adherent events to Service Desk Team Leaders. - Complete analysis on previous 24-hour performance, identifying any reasons for forecast variance, recommending any changes to enhance forecast accuracy and effectiveness going forward. - Maintain and manage Service Desk Engineers schedules ensuring resources meet operational requirements. - Maintain the inContact WFI (workforce intelligence) rules, ensuring the system is utilised effectively to maintain SLA's within the Service Desk. - Develops, maintains and distributes intra-day, daily, weekly and monthly reporting for all levels and key stakeholders,

	<p>feeding back results against business objectives and service levels.</p> <ul style="list-style-type: none"> - Responsible for maintenance and upkeep of telephony platform (RingCentral VCC) skills, attributes, profiles, agents and channels. <p>ISO Accreditations: Littlefish are ISO9001 and ISO27001 certified it is expected that all employees adhere to the Quality Management and Information Security systems, policies and procedures.</p> <p>Equality, Diversity and Inclusion: It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and comply with all organisational initiatives, policies and procedures on EDI.</p>
Other duties	Other such reasonable duties within the general scope of the job role, at the line managers direction.

Person Specification

Essential	Desirable
Highly competent IT skills with a good working knowledge of the Office 360 applications, Excel, Word, etc.	Experience within a real time monitoring or workforce management role.
Proven ability to produce, interpret and present clear management information.	Experience working in an outsourced service provider or IT service provider
Strong communication and interpersonal skills, ability to negotiate, mediate and resolve conflicts.	Experience using RingCentral UC and VCC Experience using Nice InContact Workforce Manager.
Analytical approach and mindset.	Experience with Power BI
Confident working with large and complex data sets.	Capable of presenting complex ideas and data at all levels.
Strong Mathematical and statistical knowledge. Focus on detail and process oriented.	Working knowledge of government guidelines and regulations, such as Working Time Directive and Health and Safety legislation.

Document Control

File Name	Intraday / Scheduling Analyst
Author	Karen Wakelin
Status	Draft
Classification	N/A
Location	

Version Control

Version	Author	Change	Date
1.0	Karen Wakelin	Template Change	January 2022

Job Levels

Career Framework	Professional
Definition	Subject matter expert in a professional, non-technical, environment, mainly working in a front-line customer capacity.
Contribution to Success	Supports and facilitates others in the implementation of short-term plans or works to achieve agreed goals. Performs a range of mainly straightforward assignments. Will manage cost on a day-to-day basis, looking for opportunities to generate efficiencies
Communication	Will be involved in explaining facts, practices, and policies. May need to influence from time to time and will coordinate day to day tasks
Expertise	Continues to build knowledge of the business processes assigned to their specific role and customers / stakeholders
Leadership	Will receive guidance from their line manager and will not usually manage a team. Responsible for their own accounts/customers/projects
Values Statement	Displays consistent and positive behaviours in line with the values. Acts with integrity and professionalism within own team and across the organisation

 0344 848 4441  HR@littlefish.co.uk

 Littlefish UK, Price House, 37 Stoney Street, Nottingham NG1 1LS @Littlefishuk



Littlefish (UK) Ltd



@Littlefishuk



@Littlefish_UK
