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PRIVATE & CONFIDENTIAL

Dear Sir/Madam,

APPOINTMENT OF RESOURCE PLANNING MANAGER

Thank you for your interest in the above post. Please find enclosed the job description and personal specification for Resourcing Planning Manager.

To apply for this position, please complete the application form. Under the Additional Information section please describe how you will apply your knowledge, experience, skills and qualities to fulfil the main duties and responsibilities of the post within a high profile visual and performing arts facility.

The application deadline for this position is Monday 14 May 2018 at 10:00am. Please email this to recruitment@thelowry.com or post to Human Resources, The Lowry, Pier 8, Salford Quays, M50 3AZ.

Thank you again for your interest in The Lowry.

Yours faithfully,

Kay Sutton
Human Resources Advisor

JOB DETAILS

Post Title : Resource Planning Manager

Department : Ticketing

Reports to : Ticket Operations Manager

JOB PURPOSE

Responsible to the Ticket Operations Manager for the management of all matters relating to staff and resources. This includes recruitment, training and development, time and attendance, wellbeing and performance.

MAIN DUTIES AND RESPONSIBILITIES

- **Recruitment**
 - Responsible for the efficient management of the recruitment process relating to all roles in the contact centre up to and including Team Leaders.
 - Manage the induction of all new staff.
 - Liaise with the HR and Payroll teams to ensure the efficient and accurate on boarding of all new staff.
- **Training & Development**
 - Manage training across the team ensuring training schedules are in place for all staff. Work with Team Leaders to ensure consistent delivery against these schedules and ensure full training records are maintained.
 - Continuously review all training materials and processes.
 - Manage all training records, identify training needs and arrange and conduct training as needed. Ensure that any gaps in knowledge are identified and a plan of action is in place to resolve in good time.
- **Attendance / Absence**
 - Manage the staff scheduling software.
 - Manage casual staff availability.
 - Manage overtime ensuring compliance with the Working Time Regulations.
 - Ensure the consistent and effective management of absence and attendance including annual leave and sickness absence in line with company policies.
 - Prepare breaks plans for the week ahead once the rota has been finalised ensuring accuracy and adherence to these plans.

- Monitor breaks and busy time to ensure that staff are achieving the Time Available to Customer target and any other Key Performance Indicators and feed this information back to Team Leaders.
- Update rotas as and when the HOD/TOM approves any additional shifts and ensure all available shifts are filled.
- Monitor sickness levels and liaise with HR to ensure that Bradford factor, company sick pay, long term sick are monitored and followed up on regularly as needed. Ensure that company policy is adhered to. Keep in contact with staff off sick in relation to their progress, return to work, doctor's notes and other relevant matters.
- Ensure that staff are booking leave and the Team Leaders are approving in good time in line with policy, highlighting any issues to the relevant Team Leader/Manager
- Ensure all absence and lateness is recoded accurately, self-certification and doctor notes are collected and that all back to work process is completed by the relevant line manager. Review all Back to Work papers and pass on to Human Resources.
- **Team Support**
 - Ensure Team Leaders maintain and deliver against a schedule of 1-2-1's with their team.
 - Monitor and update the performance tracker and highlight any urgent matters to the Team Leader and Ticket Operations Manager
 - Ensure that weekly agent stats reports are being prepared accurately and analyse with the Ticket Operations Manager to ensure underperformance is proactively addressed and over performance is effectively incentivised.
 - Work with the TL's to make sure that all stats are being recorded daily and follow up with any training that may be needed.
 - Carry out investigation meetings and assist in disciplinary meetings as required.
 - Arrange team meetings as required.
 - Minute all staff meeting and distribute as needed.
- **Payroll**
 - Prepare the weekly and monthly payroll for approval by the TOM/HOD
 - Investigate any payroll anomalies and errors and report to Payroll/TOM any amendments as needed.
- **Communication**
 - Meet regularly with the Head of Human Resources all HR matters pertaining to the Contact Centre, Lowry counter & dispatch and all offsite box office activity.
 - Monitor the Ticketing Managers Inbox, Contact Centre Inbox and any other team inbox as needed escalating issues to the relevant team leader/manager and TOM
 - Monitor Spiceworks, Skype and other communication tools and report issues to the relevant Team Leader/Manager and Ticket Operations Manager.
 - Implement and maintain a filing system to keep all records current, relevant and secure

- Ensure that all staff are aware of all communication tools and that they are able to access and navigate Wiki and are able to log into and use Skype and Spiceworks.
- Ensure that important communication is disseminated to the relevant teams and where needed record that this has been read and understood
- Produce a Monthly internal newsletter to all teams
- **Other**
 - To deputise in the absence of the Ticket Operations Manager
 - Work with the Ticketing Business Administrator to ensure accuracy in SOLT redemption and investigate any discrepancies.
 - Arrange site visits including travel, overnight stay and itinerary
 - Prepare the weekly client stats and once approved by the Ticket Operations Manager/Head of Department send to relevant clients

REVIEW ARRANGEMENTS

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

CRITERIA	ESSENTIAL	DESIRABLE
SKILLS / ABILITIES	<p>Strong customer care and excellent communication skills</p> <p>Ability to prioritise work and work well under pressure</p> <p>Ability to work on own initiative</p> <p>Pragmatic approach to change</p> <p>Able to take responsibility and be accountable for own work</p> <p>Ability to effectively delegate work</p> <p>Strong analytical skills including a good level of competency in MS Excel</p> <p>Strong attention to detail</p>	
KNOWLEDGE	<p>Working knowledge of Call Centre Management Systems</p> <p>Solid understanding of Working Time Regulations</p> <p>Contact centre scheduling practices</p>	<p>Detailed knowledge of computerised Box Office systems</p> <p>Detailed knowledge of the AVAYA Call Centre Management system</p>
QUALIFICATIONS, TRAINING AND EDUCATION	<p>High level of numeracy</p> <p>Literate</p>	
EXPERIENCE	<p>Experience of managing recruitment and training</p> <p>Experience of managing rotas and scheduling staff</p> <p>Experience of managing staff performance</p>	

	<p>Experience of working at management level in a call centre</p> <p>Experience of managing large amounts of information and data</p>	
OTHER REQUIREMENTS	<p>A flexible and adaptable approach to fulfilling the duties of the post</p>	