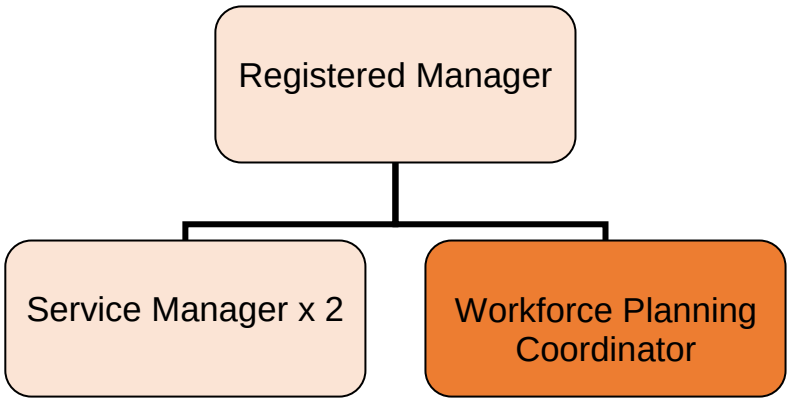
Job Title:	Workforce Planning Coordinator
Salary Range:	£20,000-£23,000
Responsible To:	Registered Manager

1. Job Summary

The Workforce Planning Administrator will support the smooth day to day running of the supported living team, ensuring the most cost effective and efficient use of resource to meet demand. The post holder will use and maintain the workforce management system to enable the supported living department to meet its goals and objectives. They will also be responsible for data entry, telephone and email support, guidance, assistance and support to managers and staff in matters relating to resource planning.

The post holder will need to demonstrate the ability to work effectively with internal and external stakeholders and have excellent interpersonal and team working skills. Working alongside the Supported Living Management team, they will need to demonstrate the ability to adapt to changing work demands and challenges as they arise.

2. Organisation Chart



3. Key Tasks

- Ensure the service has the right staff, with the right skills in the right place to meet member demand and maintain service levels at all times.
- Responsible for the day to day management of the workforce management system including, rota planning and management and updating care records as required.
- To ensure the workforce management system is updated with any ad hoc changes to rotas and care records as required. Ensure compliance with Data Protection and Freedom of Information legislation.
- Deal promptly, efficiently and professionally with calls and emails from staff dealing with queries, absence, annual leave, and shift cover etc. and deal with these proactively to maintain service levels. Respond to ad hoc enquiries from all levels of staff.

4. Operational Tasks

- Update the workforce management system with staff requests including maternity / paternity leave, training, meetings, team changes, new rota patterns and leave allocation.
- Liaise with Service Managers to make the most effective use of resources.
- Produce reports and other statistical data as required using a variety of information and formats.
- Be proactive and act quickly to fill vacant, cancelled shifts or sickness and ensure that resource is deployed where needed.
- Maintain a good working knowledge of Data Protection, Freedom of Information, Working Time Directive and other relevant legislation.
- To work flexibly in accordance with the requirements of the role, and over time become the subject matter expert in scheduling, planning and rota development.
- To ensure all payroll documentation is collated on a monthly basis, checked, approved and signed off by the given deadline.

5. Communications

- Communicate changes with staff and managers both verbally and in writing where necessary.

6. Financial Management

- To ensure the most cost effective solutions are used when scheduling to meet demand.

7. Key Values

In addition to undertaking the duties as outlined above, the post holder will be expected to adhere to the following:

- **Organisational Values**
  To behave in accordance with the organisation's values of excellence, responsive, caring, integrity and empowering.

- **Equity & Diversity**
  To act in accordance with the Organisations Equity & Diversity Policy, which is designed to prevent discrimination of any kind.

- **Health & Safety**
  Ensure that all duties are carried out in line with the Organisation's Health & Safety Policy.

- **Risk Management**
  Responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures.
  Responsibility for attending health & safety training as required.
  Responsibility for assisting with risk assessments.

8. Note

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks. Langdon reserves the right to alter the content of this job description to reflect the changing needs of the organisation, but is a correct reflection of the main duties of the post at the time of writing.

9. Acceptance

I agree to undertake the duties of the job in accordance with the above.

Signed: …….. (Post Holder)

Name: …….. (Print)

Date: ……

Signed: …….. (Line Manager)

Name: …….. (Print)

Date: ……

This document is to be signed and returned to the HR Department on your appointment and/or at the review point for Langdon Job Descriptions. The signed copy will be retained on your Personnel File.

PERSON SPECIFICATION

Workforce Planning Coordinator

	Essential	Desirable
Qualifications	• Educated to GCSE level including English and Maths.	• NVQ 3 in Customer Service / Administration
Knowledge & Experience	• Experience of working in a customer service / administration environment. • Experience of using workforce management software / systems. • Proficient in the use of Microsoft Office in particular Outlook, Word & Excel. • Knowledge of Data Protection, Freedom of Information and Working Time Directive legislation.	• Experience of working is a client focused front line service environment. • Experience of working in a learning disability environment.
Communication & People Skills	• Excellent written and oral communication skills. • Ability to demonstrate professional attitude with excellent influencing and negotiating skills. • Ability to effectively communicate sensitive/complex information to staff at all levels via telephone / email and in person.	•
Organisation Skills	• Ability to prioritise and manage workload and work to tight deadlines	•
Specialist Skills	• Ability to analyse and understand information. • Attention to detail and accurate data inputting skills • Ability to interpret basic data, highlighting issues and risks. • Ability to produce accurate reports from the workforce management system software to meet deadlines.	• Previous experience of maintaining databases. • Previous experience of managing rotas and care staff.

Other	• Candidates should indicate an acceptance of and commitment to the principles underlying Langdon's Equity & Diversity and Health & Safety Policies. • Ability to work flexibly as required.	