

Resource Planning Scheduler 257483

L I V I N G O U R V A L U E S



A Career with NHS 24



Now is a great time to join NHS 24 as we continue to grow and deliver safe, responsive, person-centred services to the people of Scotland. We are proud to employ around 2,000 staff across five main contact centres throughout Scotland.

Careers here are all about care and compassion. Using digital and telephone-based technology, we help people access the right care, in the right place, at the right time. We support people with both their physical and mental health needs by providing self-care advice when appropriate, offering mental health counselling support, and connecting people with local healthcare services when onward care is required.

Packed with variety and supported by excellent benefits, we've made it our mission to give our people everything they need to thrive.

Are you?

- Resilient
- Committed to personal development
- Up for a challenging but rewarding career

If this sounds like you, then you sound like our kind of person.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee an interview to all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 on the <https://www.nhs24.scot/>

Please visit our [NHS 24 Careers website](#).

Organisation Structure



Our Values

Care and Compassion

A commitment to creating a supportive and inclusive environment, where everyone is valued and treated with respect. Care and Compassion guide our interactions with colleagues, patients, and partners, and serve as a foundation for building meaningful relationships

Dignity and Respect

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering

Openness, Honesty and Responsibility

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work

Quality and Teamwork

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency

Service Delivery



Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

- NHS 24 has been providing a national Unscheduled Care service since 2004
- Service handles approximately 1.5 million calls per annum

- During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

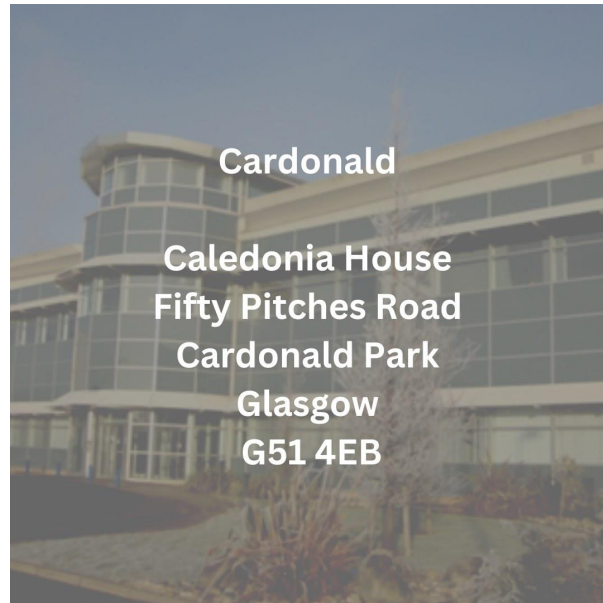
Whilst operating 24hrs a day 7 days a week, the 111 Service was initially a predominately Out of Hours Service, which meant that 90% of calls to the service were received between the hours of 6pm and 8am. Weekends continue to be our busiest time of the week, when 50% of our weekly call demand is received.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging, and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

Our Centres



We have five regional centres Aberdeen, Cardonald, Clydebank, Dundee and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.



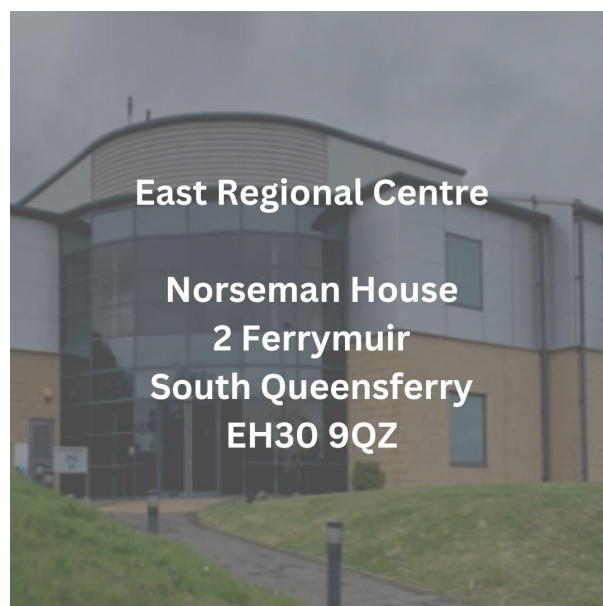
Cardonald

**Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB**



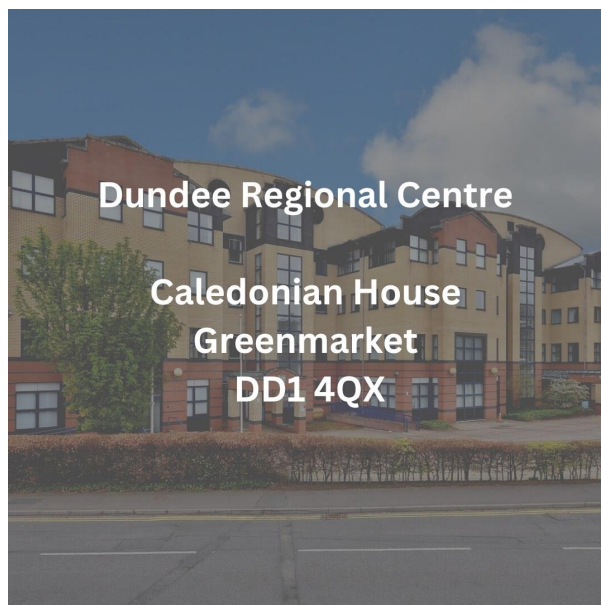
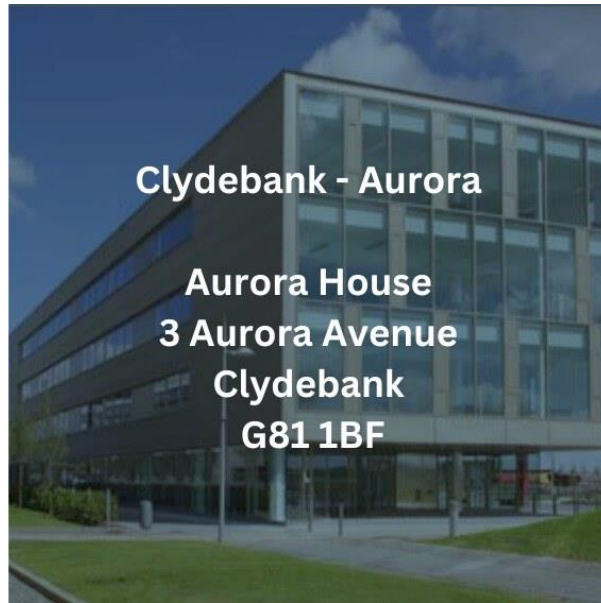
**North Regional
Centre**

**Forest Grove House
Foresterhill Road
ABERDEEN AB25 2ZP**



East Regional Centre

**Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ**



Benefits



NHS 24 offers a complete benefits package, with a temporary contract on Band 4 with a salary ranging from £31,537 - £34,303 per annum (pro rata if applicable). Placement on the scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning, and classroom-based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

Job Description



Job Title: Resource Planning Scheduler

Reporting To: Forecast and Planning Specialist

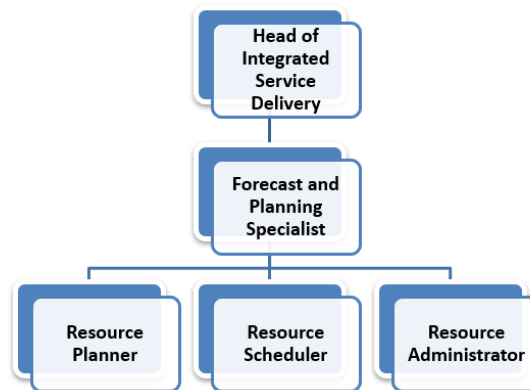
Department(s)/Location: Central Resource Team, Cardonald HQ

1. JOB PURPOSE

To deliver resource requirements within the 8 week live window through effective scheduling of resource by ensuring that Shrinkage targets are not over utilised. Managing schedules within the 8 week live window, through a virtual set up across all NHS 24's sites for circa 1000+ staff. Point of contact for Frontline staff, Senior Charge Nurses and Team Managers to provide ongoing support Provide recommendations to Forecast & Planning Specialist and Resource Planners on how to effectively deploy resources in order to achieve maximum efficiency and target service levels.

2. ORGANISATIONAL POSITION

The role of Resource Planning Scheduler reports to the Forecast and Planning Specialist



3. SCOPE AND RANGE

Supporting regional, local and remote sites, circa 1000+ staff members.

Analyse historical and current data in order to provide support to operations and CRT in order to aid management in resource decisions.

Maintaining Work Force Management System to ensure that Shrinkage targets are not over utilised and is accurate and up to date as per Resource Model targets and Planner recommendations. Ensure that all offline activity is scheduled in advance in line with Shrinkage targets and promoted where possible.

Acknowledge, investigate and respond to queries directed to CRT and assist Resource Planners by providing information on request. Produce reports for service delivery, which will enable Resource Planners and Operational Management to make decisions to ensure best utilisation of resource and protection of Service Level.

4. MAIN DUTIES/RESPONSIBILITIES

Responsible for ensuring that WFM system is accurate and up to date with resource information, highlighting any inaccuracies to Resource Planners.

To ensure that information held within the resource planning tool out with WFM is up to date and accurate.

Process staff annual leave (scheduled change requests) within the 8 week live window in line with the agreed annual leave threshold target.

Promote annual leave availability where possible reducing any planned availability and using any outstanding annual leave allowance.

Review resource within 8 week live window and highlight resource over/under staffing from original plan to Resource Planners. Providing recommendations for possible solution and mitigation. For example, excess hours, reduced shrinkage, cancel offline time, promote annual leave.

Ensure that Breaks & Lunches are optimised in line with working time legislation and Pin guidelines and are based on service needs.

Ensure that all new staff are added to WFM and are assigned correct rotas, RTG's and ID's on TTV. Ensure that everything is ready for go live.

Take on board real time team or Resource Planner feedback and review any learning's providing recommendations for the future & feedback to Resource Planners.

Update TTV with any relevant information sent in by Line Managers such as sickness absence, annual leave, shift swaps ensuring that TTV is as accurate as possible.

Monitor impact of Breaks and Lunches on service retrospectively by liaising closely with real time team for real time feedback and recommendations with future learning's.

Continuously look for improvement in scheduling shifts and feedback to Planners in assigning rotas to cover persistent and problematic gaps.

Schedule all Offline activity in advance in line with process and ensure that Shrinkage targets are not over utilised.

Monitor and audit Annual Leave thresholds to ensure that allowance is not exceeded and make recommendations for change in thresholds for future if Workforce Plan allows.

Provide any ad-hoc reporting as requested, liaising with Planner prior to distribution.

Monitor and action CRT Mailbox to ensure that queries are dealt with and actioned in a timely manner and changes updated to ensure accuracy on WFM.

Provide reports/Weekly/Monthly/Ad Hoc on actual Shrinkage usage to demonstrate variance from target with recommendations. Highlight to Planner at all times any activity, which deviates from Resource Plan, which could detriment the service.

Administer Vacation Planner and Web station by dealing with all queries from staff and liaise with Planners and TTV support regarding any issues or problems with system.

Provide training on TTV / Webstation to Frontline staff and Management as and when required, to ensure maximum usage of the system.

Ensure frequent, open communication between Resource Planning and Real Time in order to utilise feedback and understand service delivery trends which will improve planning performance.

Apply exceptions within the 8 week live window. Also ensure that shrinkage actuals are within Workforce Plan targets across the 8 week live window

Responsible for scheduling all shifts and exception codes and ensure that schedules are ran on

Time and co ordinate this in line with Planners forecast. Responsible for break and lunch optimisation.

Continually promote CRT and build relationships with Management and Frontline staff to educate on role purpose and work together with peers and colleagues from NHS 24 wide.

Report on exception code usage particularity when thresholds have been breeched.

Provide recommendations on rota changes or changes in contractual hours if any impact within the 8 week live window.

Update any reporting within the 8 week live window.

Prioritise own workload around tight deadlines in a pressurised environment. Frequently moving from one task to another as a result of interruptions.

Take ownership of own personal development.

5. SYSTEMS AND EQUIPMENT

Desktop PC Equipment NICE Workforce Management – Maintained by CRT, but viewed by Managers and support staff across the organisation. Extract, analyse format and present data from all systems and tools being operated by CRT.

Knowledge of various office equipment and filing systems.

SAP Portal – Provides historical call data to allow call projections and staffing projections to be made.

Microsoft Office Applications (Excel, Word, Outlook, PowerPoint and Access)

Intranet and internet

Webstation (TTV Interface) – Viewed by Frontline staff and Management, must deal with queries in relation

to Webstation and provide support through training.

6. DECISIONS AND JUDGEMENTS

Analyse staffing levels and call volumes to determine the impact of rota changes and staff attendance. Recommend best course of action to Resource Planners.

Use own initiative, judgement and discretion to assess complex and problematic situations and make decisions, which will protect service level.

Use knowledge, experience and training to evaluate and analyse information to enable decision making where there is more than one possible outcome.

Work with Management Teams across all centres to ensure any developments, initiatives or actions taken have minimal impact on resource deployment or service delivery.

7. COMMUNICATIONS AND RELATIONSHIPS

Required to build and maintain relationships and can liaise with on a daily basis:

Frontline staff

HR & HQ

Operational Management Teams

Payroll Team

Training Department

Information Services Team

IT

Service Support all centres

Clinical Managers

Service Delivery Analysts

Communication with the above people/departments can take the form of telephone calls, E-mails, written and face-to-face.

Tactfully resolve contentious issues as and when they occur. Empathise whilst maintaining professional integrity and ensure any decisions taken have minimal impact service delivery.

Make recommendations to Resource Planners to take appropriate action to achieve best outcome, ensuring minimal impact to service delivery

Peer group communication

Attending meetings and representing CRT, as and when required.

Communicates frequently with frontline staff and Management (TL's / SCH's), particularly when identifying and delivering any training needs on TTV / Webstation.

8. PHYSICAL DEMANDS OF THE JOB

Required to travel weekly between all NHS 24 sites to represent CRT at meetings and other events.

Required to sit at PC in front of VDU for extended periods.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Working to tight deadlines in a pressurised environment whilst ensuring accuracy and most effective decisions are taken.

Achieving required staff deployment in line with patient needs whilst adhering to government directives in relation to flexible working and joint working within the NHS.

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Must be educated to HNC level or equivalent

High level of PC literacy, with particular strengths in Microsoft Office applications

Exposure/experience in a Resource Planning role, preferably within a contact centre, is desirable but not essential.

Evidence of a highly numeric, fast thinking approach to problem solving

Ability to balance a heavy workload and aggressive timescales whilst having an attention to detail

Ability to translate often complex or detailed information into simple, brief reports whilst highlighting any issues and meeting the needs of internal/external customers

Ability to work independently and with others with minimal supervision

Flexibility to adapt to changing requests and timescales

Ability to extract relevant information from systems and to audit this information against other sources

Excellent communicator

Ability to extract relevant information from systems and analyse information against other sources.

Person Specification

Job Title: Resource Planning Scheduler
Directorate: Service Delivery
Level of Disclosure check required: N/A

Qualifications:	Essential	Desirable
You will be educated to SCQF Level 7 or equivalent and be able to analyse operational data to support workforce scheduling and resource deployment decisions.	x	
Experience:	Essential	Desirable
Experience in a Resource Planning role to support a contact centre modelled service	x	
High level of PC literacy and use Microsoft Office applications, especially Excel	x	
Extracting relevant information/data from systems and analyse information against other sources	x	
Extensive use of Workforce Management System		x
Behavioural Competencies:	Essential	Desirable
Highly organised with a methodical approach to work and an ability to work independently and proactively, demonstrating good problem-solving skills.	x	
Ability to balance a heavy workload and aggressive timescales whilst having an attention to detail.	x	
Ability to communicate and influence verbally and in writing with a variety of individuals with differing levels of understanding	x	
Ability to prioritise workload and balance conflicting priorities.	x	
Follow instructions and to work independently and with others with minimal supervision	x	

Recruitment Process



NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online.

*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at <https://www.nhs24.scot/careers/our-recruitment-process/>

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is ESSENTIAL that you have checked that you have an appropriate right to work in the UK BEFORE submitting your application form.

Contact information



For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk

Please Note: If you experience difficulties with accessing or using Jobtrain, please contact:

nhsscotland@helpmeapply.co.uk



