JOB DESCRIPTION	
Job title:	Workforce Planning Analyst
Team/Department:	Workforce Planning Team
Location:	Main place of work as agreed
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Head of Workforce Planning
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	October 2026

JOB PURPOSE

To ensure that the workforce of today and tomorrow in our call handling operations has the right numbers, at the right time and in the right place. We are seeking a data driven workforce optimisation analyst to support workforce management planning, working with scheduling tools, business intelligence dashboards, data modelling and process / quality improvements.

To effectively and efficiently support the workforce planning team in maintaining the optimum level of resource available to meet business and staff needs. Identify short- and long-term optimisation opportunities.

To translate complex information into actionable insight, helping senior management track performance, monitor delivery, and plan for the real time and future workforce needs across multiple service level requirements.

KEY RESPONSIBILITES AND ACCOUNTABILITIES

As a Workforce Planning Analyst, you will:

- Maintain workforce management systems to ensure real time monitoring tools, reports, dashboards, and all value adding functions are fully realised, always relevant and up to date with best practices.
- Maintain and optimise the configurable elements of the workforce planning scheduling tool / system and develop as a system superuser.
- Work closely with key stakeholders, including clinical, administrative, BI and IT teams to deliver high quality & trusted data sets and reporting that informs real improvements and decision making across the business. E.g. maximising contact centre performance through optimising of scheduled activities; overtime requirements, schedule changes and annual leave requests, look ahead reports etc.

- Support the automation and improvement of processes and reporting as part of the wider efficiency and effectiveness drive and QI programme.
- Have strong knowledge of workforce planning tools, preferably including NICE IEX.
- Have good interpersonal, and organisational skills.
- Have excellent communication skills to drive productive daily interactions with a range of IC24 employees. A strong negotiator, able to manage multiple competing interests, whilst maintaining strong performance levels. There is a need for accuracy and speed to complete tasks and the ability to organise workloads to ensure timescales are met.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to always demonstrate excellent communication and interpersonal skills and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click here.

VALUES

Respect

We recognise each other's differences and show consideration for one another and the environment we live in.

Innovation

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.

Care

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.

Excellence

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and, in these cases, IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule, and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	Qualified to graduate level or equivalent experience. Excellent level of IT skills. Understanding of Workforce planning systems and data. Proficient in the use of Microsoft Office, with advanced Excel skills.		C.V. & interview
Experience	Experience of working within a Contact Centre Resource Planning role and rota schedule production. Will have a good understanding of workforce planning aims, processes, tools and outputs. Experience using and maintaining a workforce management tool ideally NICE IEX. An analytical background with experience of data management. Experience of using data and information to support effective decision making and to create value adding insights.	Experience of rostering in a 24/7 environment. Ability to handle large amounts of confidential data following well defined Information Governance procedures.	C.V. & interview

Requirements	Essential	Desirable	How identified
Knowledge, Skills and Abilities	The successful candidate will be analytical with demonstrable problem-solving skills, and always looking for improvement opportunities. High degree of competency and ability to develop, understand and interpret resource planning data in Contact Centre Environments. Ability to demonstrate flexibility in their approach and will be able to provide insight and understanding of system controls in a creative and engaging manner within tight timescales. Competency in communicating effectively via multiple channels to a range of audiences from front line colleagues to Exec & Board. Data driven, with the ability to use data and tools to support workforce scheduling and drivers of headcount requirements within a Contact Centre. Knowledge of Resource Planning methodology and processes.	Understands and has experience using and maintaining workforce planning tools.	C.V. & interview
General	Commitment to quality and an attention to detail. Friendly and helpful manner with the ability to be able to contribute and support the success of the Resource Planning Team. High levels of knowledge and awareness with the ability to use judgement to query unusual data.	Results driven focusing on patient / customer service while delivering value for money.	C.V. & interview

Requirements	Essential	Desirable	How identified
	Ability to be flexible and to adapt to changing and challenging circumstances. Ability to establish good working relationships with people at all levels. Well organised, able to plan and prioritise workloads. Emotional resilience and effective stress management.		