

Job Profile

JOB TITLE:

Planning & Performance Manager

REPORTS TO:

Head of Helpline & Online Services

JOB PURPOSE:

The Planning & Performance Manager leads the Planning & Performance function across Helpline, Online Services including Volunteering, ensuring leaders have reliable performance insight, sustainable workforce plans and coordinated improvement activity.

As a member of the Helpline & Online Services Leadership Team, the post holder oversees the framework, priorities and governance for performance, resource planning, volunteer coordination and service improvement. They bring together evidence from operational data, workforce information, contact reviews, audits, complaints, incidents, safeguarding activity and feedback to identify risks, agree action and assess impact.

DIMENSIONS:

- Lead and line manage the Planning & Performance function, setting priorities and monitoring delivery.
- Own the service Performance Framework, reporting cycle, action logs and improvement governance.
- Lead demand forecasting, capacity modelling, rota governance and strategic workforce recommendations.
- Coordinate the flow from evidence and insight through to operational action, learning and impact review.
- Present clear risks, trends and recommendations to the Leadership Team and relevant governance groups.
- Maintain role boundaries and shared workflows across performance, resource planning, service improvement and volunteering.

INTERNAL AND EXTERNAL CONTACTS:

Internal

- Head of Helpline & Online Services and wider Leadership Team.
- Helpline, Online Services, Volunteering, Shift Leads and Service Managers.
- Quality, Safeguarding, Governance, HR, Learning & Development, Data & Insight, Finance, Digital and Technology teams.

- Operational teams needing performance insight, quality feedback or workforce planning support.

External

- External services, networks or providers for benchmarking and good practice learning.

Overall accountabilities:

Leadership

- Translate service priorities into a clear work plan for the Planning & Performance function, allocate work and review progress.
- Line manage and support the Performance Adviser, Resource Planning Coordinator, Service Improvement Facilitator and Volunteer Coordinator roles
- Set common standards for analysis, reporting, documentation, escalation and action tracking.
- Resolve competing priorities and dependencies across the function, escalating material risks to the Head of Helpline & Online Services.

Performance and governance

- Develop and maintain the Performance Framework, including agreed KPIs, quality measures, workforce indicators, contractual requirements and reporting definitions.
- Review service, workforce and quality information to identify trends, exceptions, emerging risks and areas requiring leadership attention.
- Produce and present regular reports for the Helpline & Online Services Leadership Team and appropriate governance groups, clearly separating evidence, interpretation, risk and recommended action.
- Maintain oversight of risk logs, action logs and improvement plans, ensuring each action has an owner, target date, intended outcome and evidence of completion.
- Agree proportionate escalation and follow-up arrangements with Service Managers and Shift Leads when performance or quality falls outside agreed expectations.

Workforce planning and resilience

- Approve forecasting assumptions and capacity models using demand, channel mix, occupancy, shrinkage, availability and skill requirements.
- Review rota effectiveness and workforce risks, then agree strategic recommendations on recruitment, deployment, bank or sessional capacity, volunteer contribution and contingency arrangements.
- Use workforce evidence to support business cases, budget planning, service redesign and business continuity.
- Provide governance and challenge to the Resource Planning Coordinator; routine rota maintenance.

Improvement and assurance

- Coordinate learning from audits, contact reviews, complaints, incidents, safeguarding reviews, service user feedback and operational reviews.
- Agree improvement priorities with operational leaders and commission analysis, learning or workforce activity from the relevant specialist role.
- Monitor whether actions have changed practice or outcomes, and close, revise or escalate actions based on evidence.
- Ensure improvement activity is communicated consistently and does not create conflicting instructions across teams or channels.
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Person specification – essential criteria

- Experience managing a function, team or cross-service work programme, including setting priorities, tracking delivery and holding others to account.
- Able to develop and maintain performance frameworks, dashboards, action logs and improvement plans that support governance, assurance and service improvement.
- Confident analysing workforce, demand, performance and quality data to identify risks, trends, gaps and opportunities, and to turn these into proportionate recommendations.
- Experience using learning from audits, contact reviews, complaints, incidents, quality assurance or feedback to improve service consistency and outcomes.
- Able to produce clear reports and present insight, risk and recommendations to senior leaders, commissioners or governance groups.
- Experience of workforce forecasting, capacity planning or rota governance across a mixed workforce, with the ability to balance service demand, quality, resilience and available resources.

Circumstances:

- Builds and maintains effective working relationships with colleagues working across a range of shifts, locations and service areas, contributing to a positive, collaborative and integrated service culture.
- Ability to travel occasionally to GamCare offices, events, meetings and external stakeholder activities as required.

To be noted:

This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.

Date: July 2026