

Job Profile

JOB TITLE:

Resource Planning Coordinator

REPORTS TO:

Planning & Performance Manager

JOB PURPOSE:

The Resource Planning Coordinator is responsible for workforce planning, rota management and resource deployment across Helpline, Online Services and Volunteering.

The role ensures staffing, volunteer capacity, bank staff and sessional workers are effectively aligned to forecasted demand, service priorities and operational requirements. Through ongoing monitoring of workforce capacity, demand trends, service performance and staffing availability, the post holder identifies risks, coordinates resource cover and supports safe, sustainable service delivery.

Working closely with Service Managers, Shift Leads, the Performance Adviser and Volunteer Coordinator, the Resource Planning Coordinator provides accurate workforce information, planning insight and practical solutions that support operational decision-making, service resilience and performance improvement.

DIMENSIONS:

- Build, maintain and optimise rotas across Helpline, Online Services and Volunteering.
- Maintain workforce management systems, staffing records, planning tools and skills matrices.
- Monitor workforce capacity, utilisation and deployment against service demand and performance requirements.
- Coordinate deployment of employed staff, volunteers, bank staff and sessional workers.
- Identify and escalate workforce risks, staffing gaps and resilience concerns.
- Produce workforce planning reports, capacity analysis and resource recommendations.
- Support workforce forecasting, recruitment planning and service development activity.
- Contribute to the continuous improvement of workforce planning processes, systems and reporting.

INTERNAL AND EXTERNAL CONTACTS:

Internal

- Planning & Performance Manager.

- Service Managers and Shift Leads regarding cover, rota gaps and capacity risks.
- Performance Advisers regarding demand, performance and productivity trends.
- Volunteer Coordinator regarding volunteer availability and deployment.
- HR, Recruitment and Learning & Development teams, supporting with other recruitment initiatives where capacity.
- Operational teams regarding planned and real-time workforce requirements.

External

- Recruitment agencies, advertising platforms and external suppliers where required.
- Prospective bank staff and sessional workers during recruitment and onboarding.
- Workforce management system suppliers where required.

Overall accountabilities:

Rota and Workforce Systems

- Build, maintain and optimise rotas across Helpline, Online Services and Volunteering, using demand forecasts, staffing requirements, skills availability and service priorities to ensure appropriate coverage across all channels.
- Maintain workforce systems, staffing records, skills matrices and planning tools, ensuring workforce information remains accurate, up to date and readily available for operational decision-making.
- Monitor annual leave, training, vacancies and planned absence within rota systems, balancing workforce requests against service demand and operational requirements.
- Regularly review staffing patterns, skill mix and workforce utilisation to identify opportunities to improve coverage, resilience and operational efficiency.
- Ensure workforce plans comply with contractual arrangements, working time regulations, volunteer agreements and organisational policies, escalating concerns and recommending solutions where required.
- Support the continuous improvement of workforce planning systems and processes, including the use of automation, reporting tools and system functionality to reduce manual administration and improve planning accuracy.

Capacity Management and Resource Coordination

- Continuously monitor workforce capacity against forecasted demand using contact volumes, occupancy, shrinkage, staffing levels, volunteer availability and channel demand data to identify current and future resource requirements.
- Analyse rota coverage, vacancies, absence levels and service demand trends to identify staffing gaps, resilience risks and potential impacts on service delivery.
- Coordinate cover arrangements by proactively identifying available bank staff, sessional workers and approved volunteers and allocating resources to areas of greatest operational need.

- Work closely with Shift Leads and Service Managers to understand real-time operational pressures, staffing challenges and service demand, providing workforce recommendations and deployment options.
- Escalate workforce risks, staffing shortages and recurring coverage issues with clear data, impact assessments and proposed mitigating actions.
- Support workforce modelling and planning for projects, campaigns, service developments, organisational change and seasonal demand by assessing likely resource requirements and operational impacts.
- Contribute to contingency and business continuity planning by monitoring workforce resilience and supporting responses to unexpected absence, major incidents or surges in demand.

Reporting and collaboration

- Produce workforce reports and dashboards covering staffing levels, utilisation, occupancy, leave, absence, vacancies, overtime, volunteer contribution and rota effectiveness, highlighting trends and areas requiring action.
- Analyse workforce data to identify patterns, inefficiencies and emerging capacity risks, providing evidence-based recommendations to managers and senior leaders.
- Work alongside the Performance Adviser to translate demand, productivity and performance trends into workforce planning actions and resource recommendations.
- Work with the Volunteer Coordinator to ensure volunteer availability, skills and deployment plans are accurately reflected within workforce planning arrangements.
- Provide workforce insight to support forecasting, recruitment planning, governance reporting and operational decision-making.
- Attend operational, workforce and performance meetings to present workforce information, identify risks and support informed planning decisions.
- Promote a coordinated and integrated approach to workforce planning by building effective working relationships across Helpline, Online Services and Volunteering.

Person specification – essential criteria

- Experience of workforce planning, resource coordination, scheduling, rota management or workforce administration.
- Experience using workforce management systems, rota systems, scheduling tools or workforce databases.
- Understanding of workforce planning, resource management, demand and capacity principles.
- Strong organisational skills with attention to detail.
- Strong analytical skills with the ability to interpret workforce, demand and capacity information.
- Excellent communication and relationship-building skills, with the ability to escalate issues appropriately.

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.