Job Description

Job title	Real Time Analyst
Profession	Digital, Technology & Data Analytics
Band	F
Directorate	CCO (Customer)
Accountable to	Customer Planning Manager

Job Purpose:

In this role to ensure the optimisation of available resources to achieve performance targets in an efficient and cost-effective manner by responsibly monitoring and providing intraday real time analysis of the Customer Service Management Centre performance.

The role will be responsible for maintaining high data quality in our customer domain. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the Customer Planning Manager, this role will deliver key accountabilities.

- Be responsible for the delivery of near term/short term planning across the Customer Services Management Centre.

Key Accountabilities:

- To take responsibility to deliver the right outcome for our customer in a safe and timely way.

- Ensure agents adhere to their planned schedules and provide feedback to managers.

- Identify and address any issues that may impact performance, such as staffing shortages or call queues.

- Investigate the root causes of performance issues and provide recommendations for improvement.

- Ensure customer contact patterns are analysed across all customer contact channels with root cause analysis of any unusual patterns.

- Co-ordinate and manage same day and/or near-term offline activities and optimise the workload.

- Respond in an agile responsive way to any changing operational daily demands.

- Running and analysing performance reports throughout the day, making recommendations based upon those reports to support stakeholders to achieve wait time targets.

- Capture and plan all operational activity such as training, that has a potential to influence service performance in the near term.

- Monitor and update intraday reports to effectively manage our performance to acceptable results.

- Analyse trends such as inbound volume, average handing time and wrap codes to understand and plan for potential over resourcing /under resourcing conditions.

- Updating schedules and reports to reflect change in resourcing and entering appropriate information into attendance tracking.

- Manage workload highlighting risk in advance and manage expectations regarding impacts on customer wait times.

- Ensure our Customer Advisors schedules are optimised as often as required to ensure they match customer demand and deliver the best customer outcomes.

- Deliver innovative solutions enabling SNG to accomplish their goals and corporate objectives.

- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.

- Be proactive in the engagement between Customer Resource Planning and operational teams to deliver consistent outcomes.

- Work collaboratively with Customer Planning Analysts and Demand and Capacity Forecasting Analysts to provide performance short term analysis & insight against expected performance and planned budget assumptions.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.

- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.

- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.

- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Strong communication skills (verbal and written) to effectively communicate with stakeholders.

- Ability to manage time effectively and meet deadlines.

- Proven stakeholder management skills with ability to engage others to deliver the best outcomes.

- Ability to identify and resolve issues effectively.

- Strong attention to detail – being able to accurately and efficiently perform tasks.

- Ability to interpret and use data to make real time data-led decisions.

- Evidence of excellent customer service achievements in a complex delivery environment.

- Ability to collaborate effectively with team members and other departments.

<u>Desirable</u>

- Advanced MS EXCEL.

- Experience of working in a real-time planning environment with a multi-channel offering.

- Knowledge and application of workforce management systems, in particular Calabrio.

- Strong analytical skills with the ability to collect, organise and analyse large volumes of data.

- Ability to inspire, support and develop colleagues to optimise their performance.

- Knowledge of relevant health, safety, and environmental legislation with focus on compliance within all activities undertaken by the teams.

- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.

- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1367	Lisa Sorrie	20 June 2025	
2.0	4858	Rebranding	30 June 2025	