

Position Description

POSITION TITLE:	Workforce Planner
POSITION TYPE & TENURE:	Full time, Fixed-Term
REPORTS TO:	Data Analyst
DIRECT REPORTS:	N/A
LOCATION:	National
DATE APPROVED:	July 2022

ABOUT NO TO VIOLENCE

No to Violence is Australia's largest peak body for organisations that work with men that use violence providing training, sector development and advocacy across the sector that works with men who use violence. We also operate the Men's Referral Service, providing a counselling service and referral pathways directly to men who use violence. As a pro-feminist organisation, women and children are at the centre of what we do - by ending men's use of family violence, families, individuals and communities are safer.

ROLE OVERVIEW

The Workforce Planner will assist the Data Analyst and Head of Services in the areas of staffing, rostering and workforce planning, reporting, data gathering, analysis, and forecasting for the Services area as well as across all of NTV. The role will be responsible for various project-based and ongoing work tasks relating to onboarding and site-based mobilisations, coordinating and administering induction processes, program data monitoring and reporting and outcomes monitoring.

KEY RESULT AREAS

Conduct workforce planning activities within prescribed parameters

- Provide critical workforce scheduling in a call centre environment
- On-boarding and site-based mobilisations
- Coordinate and administer induction processes
- Liaise with sites to understand forecast requirements
- Identify and address opportunities where appropriate for other business system improvements across the organisation

Coordinate rostering adhering to established procedures

- Interpret award rules to ensure rates of pay are managed/minimised
- Examine current staffing situation

Conduct data analysis in relation to contracts and other requirements

- Assist in analysis and gathering of data extracted from the various telephone room databases
- Assist in providing quantitative data analysis of service delivery outputs

Position Description

- Use appropriate software to conduct analysis
- Optimise recording and archiving of analysis and scheduling
- Train direct service workers and services team leaders on using workforce, data management and reporting tools where required
- Assist the Data Analyst, Head of Services and other contract owners to:
 - Gather appropriate data and provide analysis of contracts data
 - Support with research associated with data gathering that will impact the negotiated contract guidelines
 - Monitor performance and compliance to contracts and assist in identification of any variations or change of scope
 - Develop performance KPIs
- Review all current Funding Contracts and ensure the necessary data is gathered and analysed to assist with reporting against agreed KPIs to funders

Conduct reporting supporting the Data Analyst Lead and Head of Services

- Produce regular and ad hoc reports for internal and external stakeholders
- Contribute to optimisation of workforce, data and reporting systems
- Identify and advise on any data and reporting system issues that arise
- Assist the Data Analyst, Head of Services and other contract owners to ensure timely reporting on performance to external clients
- Assist the Data Analyst with projects and tasks relating to the functions of the Services Division, as relevant to skills
- Identify and address opportunities where appropriate for other business system improvements across the organisation

EXPERIENCE AND QUALIFICATIONS

Essential

- Appropriate tertiary qualification or demonstrated experience in Workforce Planning / IT systems
- Advanced Microsoft Excel skills
- Demonstrated capacity to work with Microsoft Office suite and with customised databases
- Proven experience with analytical and forecasting methodologies and processes
- Solid report writing capabilities
- Knowledge of working with client case management databases
- Able to meet tight deadlines and shifting priorities and able to work under minimal supervision and as part of a multi-disciplinary team
- Self-starter and very well organised with a strong attention to detail
- Customer-focused
- Self-directed to achieve individual, team and organisational goals
- Proven track record of being able to liaise effectively with people at all levels within and external to an organisation
- Excellent communication skills, with proven relationship building skills
- Experience in working in the not-for-Profit Sector is advantageous

Desirable

- An understanding of the gendered nature of family violence and the need for appropriate responses through working with men
- Demonstrated belief that change is possible for men who use family violence with their families, and the effective and impact of our work

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- Experience of working with data analysis, visualisation software and data management technologies is desirable though not required

ORGANISATIONAL REQUIREMENTS

- Legal entitlement to work in Australia
- Employment with NTV is conditional upon receipt of satisfactory references and a Police records check. Some roles require a Victorian Working with Children Check.
- Regional and interstate travel will be required from time to time
- NTV values equity, diversity and inclusion and welcomes people of all backgrounds, including Aboriginal and Torres Strait Islander peoples and people of colour. NTV values people of all abilities and diversity of ethnicity, culture, faith, gender identity, sexual orientation and intersex status. We welcome unique contributions and perspectives of all people to ensure our workforce is representative of the communities we work with and live in. All staff are expected to work to this commitment.

Signature of Job Holder _____ Date signed _____