
Real Time Analyst

Team: Workforce Planning Team

Location: Footscray

Date: October 2021

Status: As required

Reports to: Workforce Planning Lead

Our Organisation

On the Line is a professional social health organisation that delivers outsourced digital counselling solutions on behalf of our funders. Our 24/7 telephone, online chat and video counselling services, are staffed by professional counsellors, psychologists or social workers who have experience working with a range of social and mental health issues.

Our Mission

On the Line is a professional social health organisation providing counselling support, anywhere and anytime. We listen and encourage people to feel better: building resilience, fostering healthy relationships, and connecting people with community support.

Our Vision

Encouraging people to feel better and create a life worth living.

Our Values

Courage

- Brave and inspired leadership
- Owning our story
- Kindness and compassion for ourselves and others
- Generosity in spirit

Curiosity

- Explore possibility
- Listen, seek to understand
- Be interested in others, what they are passionate about and what drives and inspires them
- Open to new and different ways of working and seeing the world

Connection

- Creating a welcoming and meaningful work environment for ourselves and our clients
- Value and engage with others through the stories people tell
- Highly developed self-awareness. Understand how our actions affect others
- Creating harmonious connections with ourselves, others and our environment

Position Purpose

The Real Time Analyst works in the Workforce Planning Team and reports to the Workforce Planning Lead. The team have a strong understanding of the 24/7 services of On the Line. The Real Time Analyst will have a deep understanding of our contractual obligations with our funders and understand what constitutes high productivity for the organisation.

- Working collaboratively with the Higher Duties Counsellors and Service Centre Manager to support the successful running of the shift. The Real Time Analyst be across the following:
- Call queues across all services (and modalities) including inbound/outbound and Social Media Moderation
- Understand the skilling of the workforce and make reasonable adjustments to the queues with Counsellors to support the demand of the service traffic
- Monitor the workload demand including appointments, emails, voicemails and any other objectives that define outbound work
- Manage unplanned leave, including monitoring inbound queue for employees to take unplanned leave or pick up shifts
- Make reasonable adjustments to fill the roster to meet scheduling demands
- Produce daily reporting where required
- Interpret broader reporting from the organisation for the purposes of identifying trends and analysis to drive performance

You will be a resilient, positive team player that inspiring motivation and alignment with the multiple objectives of On the Line. Comfortable with change, you will support key stakeholders to build integrity and delivery of the Workforce Planning and Real Time Analyst team. An adopter of our call centre systems that connect our people to the community, you will be able to interpret live data and reporting to make reasonable adjustments to meet our goals.

Key Activities

Real Time Analysis

- Support the delivery of digital counselling services at On the Line (24/7 telephone, online chat, social media moderation and video counselling services) in line with contractual service level agreements
- Working closely with the Workforce Planning Team and Service Centre leadership, actively manage and maintain an optimal workforce delivery model to support services by service line, channel (telephone, webchat, video and other omni channels in the future) and modality (single session, case management, call back, counselling speciality)
- Real time monitoring and providing recommendations on scheduling adjustments based on performance and staffing schedule adherence to assure service levels are consistently met
- Monitor and manage any issues associated with unfilled shifts, actively reviewing leave patterns and levels
- Actively monitor performance and efficiency at a whole of operations level, by service line, and by channel, from both a call centre and business / financial perspective. Where necessary, work with the Operations Business Manager to identify underlying issues and foster continuous improvement
- Contribute to the development of resourcing plans, based on call volume and associated workforce costs
- Work with the team to ensure the outputs are maximising resource availability

Reporting

- Track KPI's, generate and distribute reports as necessary (and directed)
- Ability to interpret live data in systems to diagnose real time solutions

Team and Culture

- Foster a positive culture within the service centre that aligns with On the Line's broader cultural vision and values
- Maintain effective working relationships with key stakeholders to ensure positive customer outcomes
- Build a culture of trust and collegiality amongst the employees, clearly articulating role expectations and alignment to the matrix structure of the organisation
- Act as a change agent by initiating and facilitating change and innovation to ensure that people, performance and output remain aligned to the changing needs of the organisation
- Support and champion of all new service implementations
- Serve as a visible and active member of the organisation, participating in cross-functional teams and other strategic and collaborative initiatives within the organisation

Key Deliverables

Activity	KPI's
Real Time Analysis	<ul style="list-style-type: none">• Actively monitoring all call queues in Genesys (inbound and outbound) across all modalities (chat, voice etc)• Maximise efficiency and output based on the resources available• Manage real time rostering including absenteeism and backfill• Provide recommendations to stakeholders on scheduling adjustments• Provide feedback to relevant stakeholders on individuals performance• Understand all services and any priorities associated with ongoing funding obligations
Reporting	<ul style="list-style-type: none">• Read all reports to be able to maximise the efficiency of the Workforce Planning/Real Time Analyst function• Provide insights and solutions to data sets and trends to relevant stakeholders• Complete any relevant reporting on shift as required for the efficiency of the role
Team and Culture	<ul style="list-style-type: none">• Demonstrate a positive, engaging presence in all interactions with employees• Demonstrate the value of the Workforce Planning/Real Time Analyst function to the overall• Embrace change and take others on the journey with you

What you bring to the role

- Previous experience as a Real Time/Dialler Analyst
- Experience with call centre systems and metrics
- Strong ability to interpret reports and provide analysis on data sets and trends
- Outstanding interpersonal and communication skills
- Ability to work within a team and to liaise with staff of all levels
- Proven ability to gather and analyse user requirements, and guide users towards an appropriate solution
- Ability to multi-task, prioritise workload and work to tight deadlines and schedules
- Comfortable to monitor real time rostering needs; able to fill schedules on a needs basis
- Commercial acumen, including demonstrated experience working with Key Performance Indicators (KPIs) within a service delivery or operational environment, preferably within the health sector
- Call centre operations experience (highly desirable)
- Highly attuned change management skills, ideally within a service-focused environment
- Confidence in using information technology systems, such as customer relationship management systems, workforce management and telephony platforms
- Highly developed problem solving and critical thinking skills, including experience identifying and implementing continuous improvement initiatives
- A current National Police Records check (or willing to apply for one)
- Working with Children Check (or willing to apply for one)

What you will need to demonstrate

- Commitment to professional development, continuous learning and openness to feedback and coaching
- Ability to work independently under delegated authority, and within a team
- Strong resilience and self-awareness
- Flexibility, able to work under pressure and prioritise competing demands
- High levels of personal and professional accountability
- Performance and results driven
- Motivated with an ability to use own initiative
- Excellent interpersonal skills

Health Safety and Wellbeing

All employees at On the Line have a shared responsibility to advocate for a healthy and safe working environment. This means that you will take reasonable care to protect your own health and safety and that of any other employee or visitor in our working environment. We all have a responsibility to report any incident or injury and to embrace key initiatives that minimise risk to you, your colleagues and On the Line.

Decision making authority

Ability to make decisions within budget and delegations of authority; consultation with Service Centre Manager, Workforce Planning Lead, and HR Team (where required).

Dimensions & working relationships

Team members supported	<ul style="list-style-type: none">• N/A
Working relationships	<ul style="list-style-type: none">• Higher Duties Counsellors• Counsellors• Social Media Moderators• Intake and Case Coordinators• Workforce Planning Lead• Team Manager – 1800 Respect• Real Time Analysts• HR Team• Service Centre Manager• Executive and CEO• Other On the Line employees as required
Shift requirements	7AM start 3PM start 11PM start (overnight)

Position description maintenance

Reviewed Last:	October 2021
Conducted By:	HR Manager
Approved By:	Chief Executive Officer
Next Review:	October 2022
Risk Rating	LOW MEDIUM HIGH EXTREME

Position Description

