



## Job Details

**Job Title:** WFM Planning Analyst  
**Location:** Head Office in Dublin or Contact Centre in Limerick  
**Duration:** Permanent

### About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door - you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

### About the Role:

This is a key role responsible for short and medium term forecasting and planning, ensuring the right balance is struck between delivering voice and digital contacts to in-house, on shore and off shore resources. In short we need to get our contact to the right people, in the right place at the right time. Getting this balance right is crucial to delivering the highest quality customer service as well as meeting commercial targets.

### Specific Tasks/Duties:

- Deliver short and medium term forecasts at monthly, weekly, daily and interval level.
- Identify capacity within Virgin Media to deliver contacts and quantify the BPO requirement, using volume requirement, AHT and Line Adherence models.
- Create volume and Line adherence models to be shared with BPO's in line with agreed contract guidelines.
- Maintain forecast v actual records and identify the causes of deviation from plan.
- Responsible for maintaining, updating, and enhancing staffing models and databases to effectively manage and forecast call volume and staffing needs
- Partner with Call Center Operations, Finance and Continuous Improvement to provide recommendations on cost/loss optimization through effective staffing and workforce management
- Partner with Reporting and Insights to map out requirements for propensity to call models and establish relationship data that identifies the cause for customer's contacts.
- Maintain a feedback loop with RTA and scheduling functions in order to understand planning failures and help remediate and identifiable issues.

## The Person:

You are results oriented, tenacious, insightful, customer focused person and adept at managing change, and commercially aware. You are ready to hit the ground running with your skills and experience.

### Essential Experience:

- Must be proficient with Excel, strong working knowledge of Windows based programs (Word, PowerPoint, Access, etc.), and have the ability to organize/analyze, import/export data in a structured manner (db, pivot tables, queries, etc.).
- 5+ years' experience performing WFM functions (planning, forecasting, scheduling, real-time management) in a multi-site contact center environment (or comparable work related experience).
- Strong experience with Workforce Management software (eWFM, IEX, Impact 360, etc.) that includes forecasting, scheduling, real-time adherence functionality strongly preferred.

### Core Competencies:

- Entrepreneurial drive for results – plays to win
- Leads effectively from inception to completion
- Demonstration of positive mind-set and solutions-oriented attitude
- Strong commercial business acumen and the ability to challenge when required
- Co-creates and executes strategy
- Excellent interpersonal and influencing skills
- Builds and manages relationships with other stakeholders
- Innovates with Customer Focus – is driven to continuously improve
- Passion for customer experience and customer growth and new ways to deliver them

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