



## Job description

<b>Title</b>	Workforce Planner Coordinator - City Operations
<b>Number</b>	TBC
<b>Group</b>	Community Services
<b>Division</b>	City Operations
<b>Reports to</b>	City Operations Manager
<b>Direct reports</b>	N/A
<b>Date</b>	31 May 2023

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary purpose of this role is to enable the City Operations team to be as productive, safe and efficient as possible while providing a high quality and timely service. This position includes triaging both reactive and planned work, scheduling resources, analysing data and reviewing end-to-end job workflow processes. Please note this role will be based at our Tauriko depot.

### Key outcomes

<b>The City Operations Team has workforce planning that enables them to achieve their objectives.</b>	<ul style="list-style-type: none"><li>• Allocate planned and reactive works to enable the team to be as productive, safe and as efficient as possible. Ensuring the right resource at the right time. Communicating with teams in the field on a real time basis.</li><li>• Monitor use of dispatch tools, field mobile solution and other systems, to ensure the tools are being used correctly and data is of a high standard and meets quality compliance outcomes.</li></ul>
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	<ul style="list-style-type: none"> <li>• Ensure the team adhere to the job KPI's eg. attendance and completion KPI's.</li> <li>• Support leaders to forecast future resource demands including staff levels.</li> <li>• Have a safety focused mindset when planning and scheduling.</li> <li>• Be adaptable to changing priorities and demands including weather events, customer complaints and staff shortages.</li> </ul>
<b>Good quality data analytics help leaders to make the best decisions.</b>	<ul style="list-style-type: none"> <li>• Support leaders to make the best decisions with quality data and regular reporting.</li> <li>• Use data to create insights that improve productivity, retention and safety outcomes.</li> <li>• Analyse the data, provide reporting to the leadership team and highlight inefficiencies in the operation.</li> </ul>
<b>City Operations projects are proactively supported.</b>	<ul style="list-style-type: none"> <li>• Be proactive in recognising where process or systems improvements could be made, suggesting possible solutions.</li> <li>• Help support IT implementation across the division when needed.</li> </ul>

## Person specifications

<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• At least 3-5 years' experience in a similar role (workforce planning, scheduling/ dispatch, business/ data analytics).</li> <li>• A relevant qualification (Diploma or Degree) or equivalent level of learning through experience.</li> <li>• A 'can do' attitude with the ability to work in a fast-paced environment.</li> <li>• Commonsense and proven problem-solving skills.</li> <li>• Very strong attention to detail.</li> <li>• Computer savvy with the ability to learn new systems quickly. Strong MS office skills are also required including advanced Excel skills. Exposure to PowerBI, Survey 1,2,3, ARC GIS or e-roads would be a bonus.</li> <li>• Excellent communication skills including the ability to engage and build relationships with people from all backgrounds.</li> <li>• Please note this is a brand-new team and new role so a person who is comfortable operating in the 'gray' initially using a test and learn approach would be ideal.</li> </ul> <p>The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document</p>
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# Here to make Tauranga better



WHANAKE TE TAI

## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections