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| Role Title: Forecast Insights Analyst | | Date: March 2023 (update May ‘25) |  |
| Location: Hybrid (Pref. Salford)  Grade: C | | Business Unit: Ops Forecasting & Planning |  |
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| **Role Purpose** | **Accountabilities** | **Qualifications, skills, specialist knowledge & experience** | **Competencies & behaviours** |
| **Function Purpose**:   * You will be part of the Operations Forecasting & Planning team, with responsibility for sourcing the data, analysing and creating daily forecasts of operations demand workload, for our Roadside and Contact Centre Operations. * The forecasts will be a weekly, daily and hourly level 0 – 180 day demand forecast, which drives the resourcing requirement to meet daily member breakdown needs. * You will have a strong understanding of multiple statistical forecasting methods and have the ability to analyse and extract meaningful properties from large and complex data sets using SQL, to help underpin your planning assumptions, and forecast quality. * You will provide insight and intelligence to enable Operational leads and Resource Planning teams to make informed decisions on resourcing, and performance challenges and optimisation. * You will be responsible for producing and maintaining forecast analysis and tracking, and operational performance reporting to identify performance risks, and opportunities. * You will support the Senior Planning and Forecasting Manager, with the production of the long term annual and quarterly forecasting and planning processes.   **Reports to:**   * **Head of Planning & Trading**   **Key Relationships:**   * Members of Resourcing & Technical team in Operations, Business Services, and finance teams from IM, BS, and Operations | * Production of accurate and effective weekly demand forecasts (rolling 0 - 26 weeks) across lines of business (Roadside & Contact Centre), ensuring awareness and management of   + Seasonality factors   + Volume driver analysis   + Special event forecasting * Forecasting daily demand requirements, and feeds into the capacity / resourcing models, to achieve KPIs and SLAs as efficiently as possible * Share best practice across colleagues in the Forecasting & Planning team, and ops stakeholders. * Continuous review of performance, ensuring forecast performance is within acceptable toleration, variations are understood and articulated, and lessons learnt are incorporated into future forecasts. * Handover daily, hourly forecasts to Resource Planning function within agreed SLA to optimise supply.   **Key Performance Indicators:**   * Forecast accuracy, national, regional cluster, daily, monthly * Assumption integrity and accuracy * Timely, accurate MI and analysis | Skills/Knowledge /Experience   * Advanced analytical skills using Excel, SQL and Microsoft Power platforms. * Forecasting and Planning experience in large scale operations - Field and/ or Contact Centres * Experience in building, developing and maintenance Excel forecasting models * Ability to use Excel at an advanced level, to design and manage complex forecasting models in a manner that ensure easy audit and transparency * Awareness and ability to create, develop models and solutions to support problem solving activities and scenario modelling * Strong modelling skills and ability to develop and build from concept through to strategic solution, Demand Planning models and processes * Ability to create reports in Power BI, or have knowledge and experience of Tableau and other analytical and reporting solutions   Personal Attributes:   * Highly numerate with strong analytical & problem solving skills * Understanding of financial planning processes * Strong communication skills * Well organised with good planning skills * Able to juggle competing priorities | **Capabilities/Strengths:**  Core competencies:   * Decisiveness * Teamwork * Effective Communication * Recommending and Implementing Change * Managing Relationships * Making Things Happen * Negotiation & Influencing |