



Workforce Planning and Optimisation Manager

The Workforce Planning and Optimisation Manager is responsible for supporting the effective, safe and sustainable deployment of colleagues across Exemplar Health Care's homes.

Working closely with Regional Directors of Operations, Senior Finance Managers, Home Managers and colleagues across Finance, HR and Recruitment, you'll use workforce, occupancy, acuity and financial data to understand how colleagues are being deployed and identify opportunities to optimise workforce arrangements.

This is much more than a rota management role. You'll combine strong analytical skills with operational insight, using data to identify trends, risks and opportunities. You'll also work collaboratively with operational leaders to turn that insight into practical and sustainable improvements.

You'll need the confidence and credibility to constructively challenge established ways of working while building positive and trusted relationships with colleagues across the organisation.

Ultimately, your role will help ensure that our homes have the right colleagues, with the right skills, working at the right times to meet the needs of the people we support, while making the best possible use of our workforce.

This is an extremely rewarding role where you'll play an important part in making every day better for adults living with complex needs.

The people we support are individuals – and we embrace that – so every day will be different. That said, there are some key things you'll be responsible for on a regular basis.

Key responsibilities:

- work in partnership with Regional Directors of Operations, Senior Finance Managers and Home Managers to review workforce deployment and identify opportunities for improvement
- analyse workforce, occupancy, acuity and financial information to identify trends, anomalies, risks and opportunities
- provide clear insight and recommendations rather than simply reporting data, supporting operational leaders to understand what the information is telling us and what action may be required
- ensure workforce plans and rotas reflect the assessed needs and acuity of the people we support, occupancy, skill mix, regulatory requirements and local operating conditions

- support Home Managers to develop flexible and sustainable staffing models which can respond appropriately to changes in occupancy and acuity
- work with operational leaders to optimise colleague hours across our homes, ensuring resources are deployed effectively while maintaining safe, high-quality care
- identify and challenge inefficient or unsustainable staffing practices and support homes to implement appropriate solutions
- work with Senior Finance Managers to understand workforce performance against budget and identify the operational drivers behind variances
- support improvements in workforce forecasting, budgeting and reporting
- work collaboratively with HR and Recruitment to ensure workforce plans are supported by appropriate recruitment and retention strategies
- identify opportunities to reduce unnecessary reliance on temporary staffing through better workforce planning and deployment
- support homes where workforce performance requires additional intervention, working alongside operational and finance colleagues to develop and monitor improvement plans
- support the mobilisation and staffing of new homes and significant changes in occupancy, acuity or Service User mix
- introduce new ideas, technology and external best practice that could improve workforce planning and deployment
- ensure workforce systems and information are used consistently and effectively across the organisation
- produce regular, concise and meaningful reporting for the Executive Team, highlighting performance, trends, risks, opportunities and areas requiring intervention
- build strong relationships across Operations, Finance, HR, Recruitment and other Support Centre teams to ensure a joined-up approach to workforce planning
- contribute to wider workforce and operational improvement projects as required.

Who you are

Just like the people we support; every member of our team is different and offers something new. Yet there are some characteristics you'll need to be a great a Workforce Planning and Optimisation Manager.

You'll be:

- highly analytical, with the ability to interpret complex information and identify the story behind the data
- commercially aware, while understanding that safe, high-quality care must always remain at the heart of workforce decisions
- confident, credible and comfortable working with senior operational and finance colleagues
- an excellent communicator who can explain complex information clearly and adapt your approach to different audiences
- able to constructively challenge established ways of working and influence change without relying on line management authority
- resilient and tenacious, with the confidence to hold difficult conversations and maintain momentum when implementing change
- pragmatic and solutions-focused, with the ability to translate analysis into practical operational improvements
- highly organised, with strong attention to detail and the ability to manage competing priorities
- comfortable making decisions and responding to changing operational circumstances
- collaborative and able to build trusted relationships across different teams and functions
- curious and continuously looking for opportunities to improve the way we work.

This is a senior influencing role. The postholder must have the credibility, confidence and judgement to provide constructive challenge to operational leaders while building strong and trusted working relationships.

In order to effectively support our homes, this role requires hybrid working. A minimum of one day a week will be spent at our Support Centre in Sheffield, and travel across our homes throughout England will be required as necessary.

Our values – and yours

The values we hold tell you what it's like to work at Exemplar Health Care. It's important every team member makes them part of everything they do.

To be a successful **Workforce Planning and Optimisation Manager**, you'll need to show us you share our values:





Each of these values is crucial.

Yet no matter your role, we expect you to make life fun for our people and your colleagues.

To understand more about what fun means to us and how we make it happen, take a look at what we're up to on our [Facebook page](#).

Your qualifications and training

We're looking for someone with proven experience in workforce planning, workforce optimisation, operational analysis or a similar role.

You'll be confident working with large amounts of workforce and operational data and able to turn information into meaningful insight and action.

Experience of workforce scheduling or electronic rostering systems is important, although experience of ERS specifically is not essential. We are more interested in your ability to understand workforce data, identify opportunities and influence operational change.

Experience within health or social care would be advantageous, although we would also welcome applicants from other complex, multi-site organisations where workforce deployment is critical to operational performance.

From the moment you join us, you'll be given the right support, and you'll continue to learn on the job during your career with us.

Induction

Our welcome induction covers everything, from mandatory and statutory training to the things you need to know about the home you'll be part of.

You'll have training in key areas such as moving and handling, safeguarding, person-centred care, and infection prevention and control.

As part of your role-specific induction, you will spend time with our operational, finance and workforce teams and within our homes to develop a strong understanding of our workforce model, systems, Service User needs and operational environment.

Ongoing learning

You'll have regular supervisions and performance development reviews with your manager.

Together, we'll celebrate your achievements, address any issues, and look at your progress and career aspirations.

You'll be given plenty of opportunities to learn more and advance your career, if you wish.

We ask that you:

- attend and complete your induction
- take part in all planned training we offer, both eLearning and face-to-face
- continue to learn on the job, especially during your first few months with us
- go to your supervisions and performance development reviews when your manager invites you
- commit to learning and keep your skills and knowledge up to date.

Who we are

At Exemplar Health Care, we provide nursing care for adults living with a range of complex needs arising from dementia, neuro-disabilities (including brain injuries and Huntington's disease), mental health conditions and physical disabilities.

We also have a number of registered services to support people with a learning disability.

Exemplar Health Care has more than 50 care homes across the UK, where the people we support, their needs and their stories are all different.

Yet in all of our homes, one thing remains the same: our Health Care Assistants empower people to maximise their independence and live life to the fullest.



Our mission

To make *every day better* for the people we support, and our colleagues.



Our vision

That adults living with complex needs can access outstanding care and support, in a community-based home that's close to their family and friends and focused on their personal goals and outcomes.

Person specification – Workforce Planning and Optimisation Manager

Qualifications and experience	Essential	Desirable	How assessed
Significant experience within workforce planning, workforce optimisation, workforce analytics, operational performance or a comparable role	Y		
Experience analysing workforce and operational data and translating this into actionable recommendations	Y		
Experience working with senior operational stakeholders	Y		
Experience of electronic rostering, workforce planning or scheduling systems			
Experience of influencing and delivering change across multiple teams or locations	Y		
Strong understanding of the relationship between workforce deployment, operational performance and financial performance	Y		
Experience working within a complex, multi-site organisation	Y		
Experience within health or social care		Y	
Experience working with workforce models driven by changing demand, occupancy or acuity		Y	
ERS experience		Y	
Experience supporting new site or service mobilisation		Y	
Experience working alongside Finance on		Y	

workforce budgeting and forecasting			
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Skills	Essential	Desirable	How assessed
Exceptional analytical and problem-solving skills	Y		
Ability to interpret complex workforce, financial and operational information	Y		
Ability to identify trends, anomalies and opportunities within data	Y		
Ability to translate analysis into clear, practical recommendations	Y		
Excellent written and verbal communication skills	Y		
Strong influencing and stakeholder management skills	Y		
Ability to constructively challenge colleagues at all levels	Y		
Strong commercial awareness	Y		
Excellent planning, organisation and prioritisation skills	Y		
Strong attention to detail	Y		
Ability to manage competing priorities and work effectively under pressure	Y		
Strong IT capability, including confidence working with data and reporting tools	Y		
Ability to drive continuous improvement and support sustainable change.	Y		
Strong administration skills	Y		

Personal qualities and behaviours	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Y		Application, interview
Able and willing to travel regularly to our Support Centre and homes.	Y		
Credible and confident	Y		
Resilient and tenacious	Y		
Curious and analytical	Y		
Solutions-focused	Y		
Collaborative and relationship-driven	Y		
Comfortable providing constructive challenge	Y		
Able to operate with a high degree of autonomy	Y		
Pragmatic and able to balance competing operational priorities	Y		
Passionate about continuous improvement	Y		

If your application is successful, you'll be required to follow our data protection, health and safety, and safeguarding policies. Full training will be provided.

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work etc. Act 1974 to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- recognise the rights of the people we support to take risks to promote their own recovery
- not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety or welfare, in pursuance of any of the relevant statutory provisions
- report all accidents, dangerous occurrences, incidents and hazards in line with company policy
- respect confidentiality relating to information gained through employment with the organisation and ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults, and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues from any form of abuse or neglect.

When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act 2014, the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children policy and abuse and safeguarding policy, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:

- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures
- familiarise yourself, and comply with, protocols and systems for information sharing
- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

Data protection

At all times, you must respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.

This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

You'll learn more about data protection, as relevant to your role, during your induction.