



**POWERING
YOUR CAREER**

**Analyst – Scheduling and
Real-time**

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Location: Penshaw

Directorate: Customer Service

Job Ref No: R5836

Do you want to help power your career and be part of an evolving energy industry?

An exciting opportunity has arisen for an enthusiastic Scheduling and Real-time Analyst to join our team.

The energy industry is advancing with investment in smart technology innovation and Northern Powergrid, as the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the North East, Yorkshire and northern Lincolnshire, is at the forefront of delivering a power network that meets the region's needs now and in the future.

Our vision is to be the best energy company in serving our customers, whilst delivering a sustainable energy solution. We are looking for someone who is passionate about communications and can help share our story as we deliver our plans to invest in our network, support net zero and create a greener energy future. You will be responsible for maximising the productivity and outputs of the advisors in the Contact Centre as well as ensuring appropriate support is in place from call overflow.

Along with a competitive salary of between £23,930 - £26,456 we also offer great benefits such as;

- Enrolment into our pension scheme
- 25 days holiday

We're excited to hear from candidates with a passion for our company and the energy industry and a desire to succeed. [Apply now](#) and we'll be in touch.

Key Responsibilities

The successful candidate will be accountable for:

- To maximise the output of all advisors in the Contact Centre and call overflow by monitoring productivity and adherence to schedule
- Monitor contact arrival across multiple channels, applications and agent groups and route traffic to the most appropriate team/agent.
- Allocate resource as per the need of the business to optimise performance; maintaining this schedule and reallocating resource as required.
- Validate offline activity in the aim to increase productivity across the Contact Centre
- Collate and analyse Management Information in relation to advisor performance and adherence, both regularly and on an ad-hoc basis as requested
- Use previous trends and historic events to support scheduling and forecasting
- Identify 'quieter' times of the day to be used for pro-active communication or offline activities
- Be proactive in seeking improvements to maximise efficiency and productivity within the operations areas
- Be a point of contact for contact centre and overflow employees dealing with escalated queries
- Proactively communicate with the contact centre & customer service support colleagues during Major Incidents
- Produce and maintain sickness and absence reports for Contact Centre Operations Manager
- Liaise daily with the Contact Centre Operations Manager providing updates on staffing levels / daily activities within the contact centre

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- Working with the L&D Academy providing schedules for training/briefing sessions for contact centre staff ensuring minimal impact to our customers
- Build relationships with stakeholders in our business, such as the Shared Services Academy, to facilitate essential training and development for our internal customers
- Taking customer calls as and when required

Qualifications and Attributes

Essential Qualifications and Experience

- Previous experience of working in a contact centre environment
- Previous experience of WFM (workforce management) desirable not essential
- Excellent customer service skills
- Understanding of contact centre telephony and IT systems
- Ability to produce and interpret MI
- Good oral and written communication skills
- Process orientated
- Ability to influence others; establish priorities and obtain outputs
- Flexible, with the ability to work in a reactive environment
- Ability to work within minimal supervision

Desirable Qualifications and Experience

- Working knowledge of the energy industry and environment is advantageous
- Previous experience in a similar Real Time Analyst role is advantageous

[Click here to apply today](#)

Visit northernpowergrid.com/careers to find out more about this and other career opportunities.

Posted: 25 May

Closing date for applications: 8 June

Applicants are considered on the basis of their suitability for the post irrespective of sex, marital status, sexual orientation, gender re-assignment, race, age or disability, in accordance with the Equality Act 2010.