



**Scottish  
Ambulance  
Service**

University National NHS Board



## JOB DESCRIPTION

1. JOB IDENTIFICATION	
<b>JOB TITLE</b>	Resource Planner
<b>JOB DESCRIPTION REFERENCE</b>	TBC
<b>DEPARTMENT</b>	TBC
<b>NO OF JOB HOLDERS</b>	TBC
<b>DATE JOB DESCRIPTION AGREED</b>	TBC

Notes
<i>Terminology in job descriptions may change over time. This does not invalidate the job description and is only required to be updated when the entire job description is under review</i>
<i>Please refer to job description guidelines before completing a new job description</i>



## 2. JOB PURPOSE

To provide an effective and comprehensive level of administration support to operational colleagues/departments, ensuring the most effective utilisation of resources through careful planning and organisation.

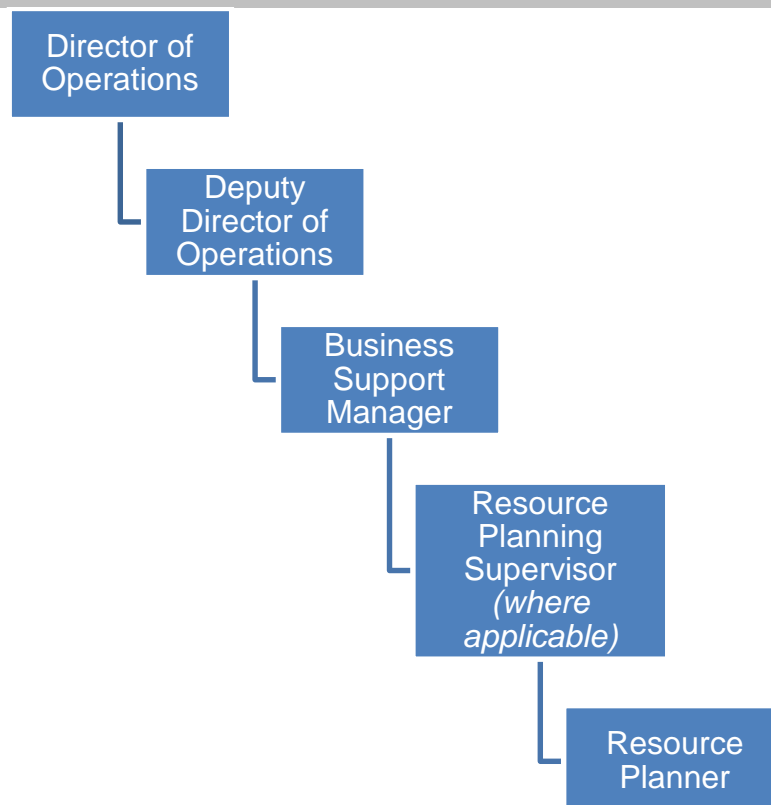
## 3. DIMENSIONS

Provide accurate information regarding Resource Planning to Senior Managers, middle managers and other relevant departments within the Service.

Provide all necessary staff within area of responsibility fully rostered shifts.

Awareness of Financial Governance processes, General Data Protection Regulations (GDPR), European Working Time Regulations (EWTR), Agenda for Change guidelines and Core Principles.

## 4. ORGANISATIONAL POSITION *(organisational charts can be included as an appendix if preferred)*





## **5. MAIN TASKS, DUTIES AND RESPONSIBILITIES**

1. Prioritise the information from phone calls, emails and other correspondence in order to manage workload efficiently and effectively
2. Deal politely, efficiently and act with professionalism in all communications, in line with Scottish Ambulance Services Values
3. Responsible for the arranging of A&E and PTS Operational shift cover based on all abstractions and organisational requirements, while ensuring appropriate skills mix, placement of relief staff within travel restrictions, ensuring training is built in, and recorded, as required, all of which are complex and interlinked tasks
4. Awareness of European Working Time Regulations (EWTR), Business Rules, Agenda for Change terms and conditions and Core Principles when inputting shift patterns, or changes to shift patterns
5. Allocate and input staff annual leave up to 75% as required, in line with annual leave parameters and the recording of staff absence on E-Rostering system
6. Build, alter and update rota's in order to provide the best operational cover according to the demands on the service and to attain the optimum use of the resources available
7. Provide an efficient level of clerical support in the E-Rostering System including data input, typing correspondence by email and letter. Routine digital filing and photocopying as required
8. Answer the absence line when required and liaise with the Management Team to maintain a flow of correct and accurate information regarding staff absence and the resources available to them
9. Re-prioritise workload throughout the day, working to tight deadlines in a pressurised environment, with the ability to move from one task to another as priorities change
10. Ensure overtime cover as required by maintaining overtime spreadsheets, via vacancy filler, text message, or phone call paying attention to most appropriate skill required to ensure best financial outcome for the organisation
11. Allocate Relief Staffs' shifts in line with Agenda for Change terms and conditions of employment, ensuring minimum notice periods are adhered to along with a fair distribution of unsocial hours
12. Maintain, update and analyse relief trackers or local relief sheets to ensure relief contracted hours are met over an 8 week reference period



13. Complete Under/Overs Spreadsheets for Relief staffs working hours for each 8-week period to advise ASM/Team Leaders which staff are in Negative or Positive balance
14. Arrange travel bookings and accommodation as required for rural locations, ensuring financial governance in line with agreed price parameters set out by SAS
15. Ensure any roster in E-Rostering System meets contractual hours, or agreed negative TOIL and time back is managed efficiently so no financial detriment occurs to staff or service
16. Management and input of shift swaps in accordance with skill mix, working time directive and Demand and Capacity guidelines and advise staff of any anomaly
17. Plan staffing as required for any Special Events ensuring appropriate skills mix is adhered to and maintain regular contact with management
18. Mentor, train and support staff returning from long term absences on current Resource Planning processes and procedures, assisting with navigation through the E Rostering management system
19. Record and maintain accurate staff establishment - weekly contracted hours/whole time equivalent (WTE), all staff personal contact detail updates as required on the E-Rostering Systems
20. Ensure General Data Protection Regulations (GDPR) are adhered to at all times
21. Provide reports from the E-Rostering System as requested by management
22. Provide relevant E-Rostering System reports, as requested by management, for staff leaving the organisation (For example annual leave report, TOIL etc.)
23. Provide recommendations to management to ensure appropriate action is considered to achieve best outcome, ensuring best outcome for service delivery
24. Appropriate rostering of annualised hours staff, overtime, balancing hours or bank staff in line policy
25. Assist line manager(s) as required to ensure safe working practices are followed at all times in line with Service Policy and current guidance, taking into account skills mix, Core Principles, European Working Time Regulations (EWTR) and Agenda for Change guidelines
26. Plan and co-ordinate Training courses i.e. LIP training and update both Training Dept and Staff accordingly
27. Carry out any other reasonable and appropriate duties as may be required by members of Senior Management



## 6 EQUIPMENT AND MACHINERY

Desktop Computer or Laptop for conducting all tasks.

Laser Jet Printer- Used for printing documents within the department.

Avaya Telephone System- for incoming and outgoing calls.

Voice Over Internet Protocol (VOIP) – for making and receiving calls over internet.

Mobile Phone – for making and receiving calls.

Photocopier- For copying documents for the department

## 7. SYSTEMS

E-Rostering System for recording all rosters, relief shifts, abstractions and staff personal information.

Maintenance of employee records on E-Rostering System – staff contact details, line manager details, contracted hours and Whole Time Equivalent (WTE).

Accurate recording of travel and accommodation systems.

Accurate recording of relief hour's spreadsheet.

Microsoft Office – E-mails, MS Teams and SharePoint for storage of information.

Text Messaging.

## 8. DECISIONS AND JUDGEMENTS

The Resource Planner deals with rosters including the placement of relief staff to cover all abstractions inclusive of short notice relief shift changes.

The post holder will take guidance from management on extending periods of absence.

The post holder will make informed decisions, based on previously agreed Resource Planning procedures and protocols, as per guidance documents and relevant policies.

The post holder will have the ability to work on own initiative, keeping to parameters set out in guidance documents.



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The post holder will ensure confidentiality at all times dealing with staff personal information which can be sensitive, taking into account General Data Protection Regulations (GDPR).

## **9. COMMUNICATIONS AND RELATIONSHIPS**

Tact, diplomacy and persuasive skills required at all times when dealing with staff issues.

The post holder is required to build and maintain relationships with:

- All Frontline staff
- E-Rostering
- Management Teams
- Payroll Teams
- Admin
- Training Dept.
- IT Support Service
- Corporate Travel Team and or External providers (for travel/accommodation)
- Police (email/telephone calls regarding staff shifts)
- Fire Service and Army staff (only when required due to unforeseen circumstance)
- Court/Jury duty contacts

Communications with the above can take the form of telephone calls, face to face interactions, or communications written or via e-mail.

Empathy is required, whilst maintaining professional integrity and ensuring decisions taken have minimal impact to Service Delivery.

## **10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB**

This post is normally desk based. Keyboard skills required with emphasis placed on accuracy.



The mental demands of this post are of a high level of concentration, this is frequently interrupted by staff enquires where the post holder will have to change tasks.

The emotional demands revolve around staff booking off with sick leave or special leave this may be due to a bereavement or personnel issues which are of a sensitive nature, where staff confide in the post holder.

Emotional demand when dealing with short notice relief shift changes.

Good interpersonal skills are required as is tolerance and professionalism in line with Scottish Ambulance Service values.

Required to sit at computer for extended periods.

## **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

The most challenging and difficult part of the job are the following:

- The accurate completion of the shift rosters taking in account all abstractions, relief planning, skills mix, core principles, business rules while balancing organisational requirements with relief availability and maintaining work/life balance for relief staff.
- The day to day challenges of short notification staff call offs due to any abstractions, or additional resources that may be required to meet increased demand and still maintain full rostered cover.
- Working to tight deadlines in a pressurised environment, whilst ensuring accuracy and the most effective decisions are taken.
- The ability to change priorities based on operational pressures.

## **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

Previous experience in resource planning would be advantageous.

Awareness of the General Data Protection Regulations (GDPR) for dealing with staff personal information.

IT skills to carry out the use of the IT systems as described in section 7.

Understanding of Excel and ability to create and maintain spreadsheets as required.

Mandatory Learn Pro completion and maintenance.

Evidence of highly numeric, fast thinking approach to problem solving.



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Attention to detail in high pressure environment.

Working on own initiative, with minimal supervision.

Flexibility to adapt to changing requests and timescales.

### 13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date

Head of Department Signature:

Date