**Job Description and Person Specification**

|  |  |
| --- | --- |
| **Job Title** | Service Delivery Planner |
| **Team** | Service Delivery |
| **Business Division** | Operations |
| **Reports to** | Service Delivery Manager |
| **Location** | Nottingham HO |
|  |  |
| **Summary** |
| The Service Delivery Planner plays a crucial role in supporting operations by overseeing the development and management of package rotas, staffing levels, and allocations once staff are onboarded. This role ensures seamless service delivery through effective scheduling and compliance oversight, contributing to high-quality care and operational efficiency. |
| **Key Responsibilities**  |
| *Care Coordination* | * *Coordinate and manage care delivery, including scheduling, staff allocation, and communication with clients and families.*
 |
| Operational Support | * Provide on-call support to address urgent issues and ensure continuous care delivery.
* Utilise People Planner for staff scheduling and care management.
 |
| Data Analysis & Reporting | * Conduct data analysis to support performance management, thematic reviews, and reporting to the Executive Leadership Team.
* Present data findings clearly for various stakeholders.
* Lead and support teams to achieve key performance indicators (KPIs) and ensure compliance with regulatory standards.
 |
| Relationship Management | * Develop strong relationships with the people we support, families, and staff to promote client satisfaction and high-quality care.
 |

|  |
| --- |
| **Qualifications and Skills**  |
| **Experience:** * **Experience in care coordination and on-call management within a health and social care setting.**
* **Ability to manage multiple priorities and work effectively under pressure.**

**Technical Skills:** * **Strong proficiency in People Planner and other relevant care management software.**
* **Excellent analytical skills and experience in data analysis, with the ability to present data clearly for various stakeholders.**

**Organisational and Communication Skills:*** **Strong organisational, leadership, and communication skills.**
 |