

## Job Description and Person Specification

<b>Job Title</b>	Delivery Planner
<b>Team</b>	Service Delivery Team
<b>Business Division</b>	DDaT
<b>Reports to</b>	Service Delivery Manager
<b>Location</b>	Nottingham

### 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

- Coordinate and manage care delivery, including scheduling, staff allocation, and communication with clients and families.
- Provide on-call support to address urgent issues and ensure continuous care delivery.
- Utilise People Planner for staff scheduling and care management.
- 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.
- Develop strong relationships with the people we support, families, and staff to promote client satisfaction and high-quality care.

- Participate in on-call responsibility; 1 evening a week and 1 in 5 weekends. This responsibility of on call is taking emergency calls for cover of shifts and triaging operational and clinical emergencies and signposting to the necessary escalation.

## Qualifications and Skills

### Education:

- GCSE pass or equivalent in Maths and English

### Experience:

- Excellent analytical skills and experience in data analysis, with the ability to present data clearly for various stakeholders.
- Experience in care coordination and on-call management within a health and social care setting.

### Technical Skills:

- Proficiency with People Planner and other care management software

### Communication:

- Strong communication skills
- Leadership skills

### Organisational Skills:

- Strong organisational skills.
- Ability to manage multiple priorities and work effectively under pressure.