

Job Description

Post title	Workforce Planning Lead
Grade	N8
Directorate	Operations
Team	People and Culture
Reporting to	Head of People & Culture
Responsible for	N/A

Job Purpose

The Workforce Planning Lead is responsible for developing, analysing and maintaining reliable workforce planning data, workforce intelligence and recruitment analytics to support evidence based planning and decision making across the North East Strategic A(North East MSA).

The postholder will lead the production of workforce dashboards, vacancy forecasting, recruitment reporting and analytical insight, applying clear data definitions, validation controls and documented methodologies so that information is accurate, consistent and meaningful. The role will improve how workforce data is captured, reconciled, analysed and presented, while identifying proportionate opportunities for reporting automation, process efficiency and improved user experience.

Working closely with Talent Partners, managers, senior leaders and relevant data and systems colleagues, the Workforce Planning Lead will translate workforce questions into practical analysis, explain findings and limitations, and support workforce planning approaches that enable proactive workforce management and organisational growth.

Duties and responsibilities

Listed below are the responsibilities this role will be primarily responsible for:

Workforce Planning and Analytics

- Develop and maintain workforce datasets, reports, dashboards and management information, using agreed definitions and repeatable reporting methods.
- Produce workforce forecasts, vacancy and establishment analysis, scenario modelling and workforce trend reports using appropriate analytical techniques.

- Monitor workforce metrics, recruitment performance and organisational growth indicators, investigating material variances and changes in trends.
- Analyse workforce and recruitment data to identify patterns, trends, risks, data gaps and opportunities, drawing clear and proportionate conclusions from the evidence.
- Develop and document practical workforce planning methodologies, metric definitions and reporting cycles for consistent use across the Authority.
- Translate workforce evidence into clear insight, options and recommendations to support organisational planning and decision making.

Reporting and Workforce Intelligence

- Produce regular and ad hoc workforce intelligence for senior leaders, governance groups and management teams, presenting the key messages, assumptions and limitations clearly.
- Develop meaningful workforce performance measures and key performance indicators, including calculation rules, data sources, ownership and update frequency.
- Apply proportionate data quality controls, including validation, reconciliation, exception checking and issue logging, to ensure workforce information is accurate, timely and fit for purpose.
- Prepare robust workforce evidence and analysis to support business cases, organisational reviews, establishment planning and workforce strategies.
- Translate complex workforce data into accessible visualisations, commentary and evidence based recommendations for non technical stakeholders.
- Combine and reconcile information from relevant people team, payroll, recruitment, finance and establishment sources, working with data owners to resolve discrepancies.
- Undertake regular data quality checks and maintain a clear audit trail for key workforce reports and dashboard outputs.
- Handle workforce data in line with information governance, confidentiality, retention and access requirements.

Systems Development and Continuous Improvement

- Lead data led reviews of recruitment and workforce planning systems, reporting processes and data flows, identifying control gaps, duplication and improvement priorities.
- Identify and implement proportionate opportunities to automate data preparation, routine reporting, workflows and recruitment administration activities.
- Support the configuration, testing and implementation of recruitment technologies, reporting tools and workforce planning solutions within agreed organisational standards.
- Work with system providers and internal stakeholders to improve data capture, interfaces, reporting functionality and user experience.
- Maintain data dictionaries, report specifications, process maps, guidance and standard operating procedures so that reporting is transparent and repeatable.

Recruitment Process Improvement

- Monitor recruitment activity through defined measures and funnel analysis, identifying delays, variation and opportunities to improve efficiency and effectiveness.
- Analyse recruitment process performance, candidate experience and outcomes, segmenting data appropriately and recognising data quality or sample size limitations.
- Develop and maintain recruitment reporting and performance frameworks that enable consistent monitoring from approval through to appointment.
- Contribute to recruitment transformation projects and improvement initiatives.
- Support compliance with recruitment governance, policies and processes.

Stakeholder Engagement

- Work collaboratively with Talent Partners, managers and People and Culture colleagues.
- Provide advice and guidance on workforce data, metric definitions, interpretation, reporting and workforce planning information.
- Support managers to interpret workforce metrics correctly, understand data limitations and use insight appropriately in planning and decision making.
- Build effective relationships with internal and external stakeholders to support service delivery.

Organisational responsibilities

- **Communication**

We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and in using organisation information assets.

- **Health, Safety and Wellbeing**

We take responsibility for health, safety and wellbeing in accordance with the North East MSA Health and Safety policy and procedures.

- **Performance Management**

We promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by their manager.

Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are and we use them to anchor all that we do. The North East MSA values are:

- Strive for brilliance
- One team
- Drive sustainability
- Make it happen
- Be inclusive

Inclusion, Diversity, Equality and Belonging

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

Special requirements of post

- **DBS**

This post is not subject to a disclosure.

- **Politically restricted**

This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Person specification

Job Title: Workforce Planning Lead

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
Qualifications	- Degree level qualification or equivalent relevant experience. - Evidence of continuing professional development in workforce planning, business intelligence, HR analytics, data analysis or related disciplines.	- Degree level qualification or equivalent relevant experience. - CIPD qualification. - Qualification in business analysis, project management, data analytics or workforce planning. - Training in reporting tools, workforce analytics or systems development.
Experience	- Experience producing management information, workforce reports or business intelligence for decision makers. - Experience analysing, reconciling and interpreting complex workforce, HR, recruitment or organisational data from multiple sources. - Experience developing dashboards, data visualisations, performance reports and metric definitions. - Experience applying data quality checks, documenting analytical methods and resolving data discrepancies. - Experience undertaking trend analysis, forecasting or scenario modelling to support planning decisions. - Experience identifying and implementing reporting, system or process improvements. - Experience working with HR, recruitment or workforce planning systems and extracting data for analysis. - Experience presenting analytical findings, limitations and recommendations clearly to managers and stakeholders.	- Experience within local government, combined authorities or the wider public sector. - Experience supporting workforce planning activity. - Experience implementing or developing HR or recruitment systems. - Experience using Power BI or comparable reporting and visualisation tools. - Experience using Power Query, advanced Excel functionality or similar data-transformation tools.

Skills and Knowledge	• Degree level qualification or equivalent relevant experience. • Strong analytical skills, including the ability to interrogate data, identify trends and anomalies, and draw proportionate conclusions. • Ability to develop clear workforce intelligence, dashboards and management information that answer defined business questions. • Ability to combine, reconcile and validate data from different sources while maintaining a clear audit trail. • Knowledge of data-quality principles, metric design, data definitions and responsible handling of sensitive workforce information. • Knowledge of workforce planning principles, forecasting approaches and recruitment performance measures. • Ability to translate complex analysis into accessible visualisations, commentary and practical recommendations. • Advanced proficiency in Microsoft Excel and confidence using reporting or data-visualisation tools. • Excellent attention to detail, numerical accuracy and quality assurance. • Strong written, verbal and presentation skills, with the ability to explain assumptions and limitations. • Ability to manage multiple priorities, recurring reporting cycles and deadlines. • Strong stakeholder engagement skills and the ability to work constructively with data owners, system providers and non-technical users.	• Knowledge of workforce forecasting, scenario modelling or capacity-planning methodologies. • Understanding of Power BI, Power Query, data models or comparable workforce analytics tools. • Knowledge of process mapping, automation and continuous improvement techniques. • Understanding of data governance, privacy and information management in an employment context. • Understanding of public-sector workforce challenges and employment frameworks.
Personal Qualities	• Curious and analytical with a strong focus on evidence-based decision making. • Organised and methodical in approach. • Solutions-focused and committed to continuous improvement. • Proactive and able to work independently. • Collaborative and supportive of colleagues and stakeholders. • Resilient and adaptable in a changing environment. • Committed to delivering high-quality customer-focused services. • Demonstrates integrity, professionalism and attention to detail.	